

Ronald McDonald House Charities® of Greater Las Vegas
House Manager Job Description

Job Title: House Manager
Reports To: Facilities Manager
Status: Full Time Non-Exempt

FLSA STATUS

This position is classified as Full time non-exempt status in accordance with the Fair Labor Standards Act (FLSA) guidelines. All non-exempt positions are paid an hourly rate and are entitled to overtime compensation.

SUMMARY

The position of House Manager maintains essential responsibilities including duties primarily in guest services, housekeeping, safety, and facility conditions. This position functions as a liaison for the guests of the House and the administrative and executive staff. The House Manager is a full-time nonexempt position that reports directly to the Facilities Manager.

ESSENTIAL DUTIES & FUNCTIONS include the following. Other duties may be assigned.

Direct Services

- Promotes an atmosphere of warmth, understanding, and compliance with compassion; Maintains supportive and open communications with families
- Checks guests in and out, completes all forms and sets up charts, updates registered guest lists, and monitors guest parking and facility keys and/or card access
- Is available at all times during scheduled shift(s) to respond to urgent or emergency situations.
- Performs all assigned safety inspections. Knows how to use all safety equipment and how to implement emergency procedures
- Responsible to ensure that all areas of the facility and property are clean, organized, and in good repair, performs housekeeping/janitorial services during scheduled shifts, and reports any damage, theft or other problem(s)
- Takes referral information and provides phone outreach to prospective guests and social workers
- Supervises activities of volunteers, community groups or other organizations while on Chapter/House premises
- Maintains supportive and open communications with guests, writes guest reports, may coordinate and participate in special "in-House" family events
- Reports to the Director of Operations and/or Chief Executive Officer for all instances in which House guests require emotional support, are in violation of House policies, or need assistance in obtaining support services
- Ensures the House is secure
- Leaves a daily written summary of events while on duty for other staff
- Builds partnerships with community organizations
- Represents Chapter/House to various audiences in professional manner consistent with image and mission of this organization
- Transports House guests
- Any other tasks, duties, or responsibilities as assigned

Administrative

- Provides first impression of RMHC for guests in person and over the phone
- Performs general clerical services as requested by staff
- Secures any important documents that arrive during shift in the safety deposit box or other designated location
- Enforces rules and policies of the Ronald McDonald House

Fundraising Assistance

- Assists as necessary in the execution of fundraising campaigns
- Accepts in-kind and monetary donations made during shift and completes necessary paperwork

COMPETENCY/SKILLS to perform the position successfully, an individual should demonstrate the following competencies/skill.

- Observes safety and security procedures and follows organizational policies and procedures
- Strong problem solving skills
- Communicates effectively both verbally and written in a positive manner in both positive and negative situations
- Strong public relations and interpersonal skills
- Adapts to changes in the work environment
- Time management skills with the ability to prioritize multiple projects
- Assesses own strengths and weaknesses; seeks feedback for improvement; pursues training and development; continues to build knowledge; and shares expertise with others
- Strong interpersonal skills, self-starter, ability to work with little supervision
- Generates creative solutions and demonstrates attention to detail
- Establishes and maintains effective relationships
- Follows instruction; responds to management direction; meets productivity standards; and completes work in a timely manner

QUALIFICATIONS to perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma or equivalent
- Preferred 3-5 years of experience in the field of facilities
- Ability to interpret documents & procedure manuals and write routine reports and correspondence
- Positive communication skills
- Experience with standard office equipment
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
- Ability to write reports and business correspondence
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, media, and the general public
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, fractions, and decimals, as well as the ability to compute rate, ratio, and percent to draw and interpret bar graphs
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exist
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule format
- Knowledge of all Microsoft Office software
- Ability to drive a cargo vehicle
- Clean driving record and valid Nevada State Driver's License

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl for up to 8 hours with breaks in accordance with the law
- Ability to lift and move 50 pounds
- Ability to push and/or pull up to 50 pounds
- Hand and wrist dexterity for repetitive motion for typing and use of computer mouse
- Regularly required to talk, hear, taste, or smell

- Frequently required to use hands to finger, handle, or feel and reach with hands and arms
- Must have close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus
- Regular attendance during scheduled business hours, nights and weekends
- The noise level in the work environment is usually moderate office noise, but may vary
- May be requested to work overtime and weekends for special programs and events
- Work environment may be indoors or outdoors