



Job Title: House Manager
Reports To: Director of Programs & Hospital Partnerships
Position Type: Full-time, exempt (nights and weekends as needed)
Schedule: Sunday-Thursday, 9:30am – 6pm
Salary Range: \$42,000-52,000 DOE

JOB DESCRIPTION

The primary responsibility of an RMHC House Manager is to ensure the smooth and efficient operation of the Ronald McDonald House, creating a safe and comforting environment for families. This includes overseeing daily operations, managing family services, coordinating onsite volunteers, maintaining the facility, and handling any emergencies that arise. The House Manager ensures the program provides the highest level of service to guest families and creates a welcoming, home-like environment.

This role oversees registrations/check outs, room assignments, and record keeping for guest stays, and ensures the Ronald McDonald House policies and procedures are appropriately implemented.

This role directly supervises the Family Services Associates, who are responsible for delivering our mission, and housekeeping staff, who ensure the cleanliness of all guest spaces, for its respective House and serves as the liaison for any contracted Family Services staff (security, housekeeping, etc.).

PRIMARY DUTIES & RESPONSIBILITIES

- Supervise daily guest activities to ensure services are carried out according to established policies.
- Keep informed about families and their medical situations; be sensitive to and supportive of their needs.
- Respond quickly and appropriately to all guest-related emergencies and document accordingly.
- Prioritize referral list and determine eligibility of families according to RMH eligibility and admissions policies.
- Encourage families to share stories and photos, write thank you notes, and complete all surveys.
- Communicate House activities to guest families in a timely basis.
- Ensure effective communication of House guidelines and procedures to guests and volunteers.
- Regularly review Exceed data entry and work with Family Services Associates to clean up as necessary.
- Determine eligibility of families according to RMHC admissions policies.
- Monitor need for supplies and maintain appropriate inventories.
- Coordinate regular room inspections of both Houses, working with the Facilities Supervisor to address any maintenance deficiencies.
- Maintain updated and accurate maintenance records.
- Supervise housekeeping staff to ensure cleanliness standards are met daily. Assigns tasks to housekeeping volunteers as needed.
- Supervise and evaluate Family Services Associates for their House.
- Secure appropriate staffing for all hours of operations. Cover as needed to fill gaps in scheduling.
- Serve in rotation of Resource Manager.
- Educate hospital personnel in procedure used to refer families.
- Recommend and help develop new programs and services for the families we serve.
- Advise Director of Programs & Hospital Partnerships/CEO of any issues with guests as necessary and document accordingly.
- Clean and set up guest rooms and trash removal when necessary.
- Answer incoming phone calls, take referrals, assign rooms, register guests, and collect room donations.
- Accurately maintain room chart and computerized guest information.

ANCILLARY JOB FUNCTIONS

- Demonstrate respect for diverse cultures and ability to work and interact with all types of people.
- Operate with full knowledge of RMHC's emergency evacuation plan.
- Recommend and help develop new programs and services for the families we serve.
- Maintain positive and cooperative relationships with all staff, volunteers, donors and stakeholders.
- Respect the privacy and the confidentiality of all guests and agency information.
- In all instances, serves as an ambassador for the RMHC-NM, appropriately communicating the mission and purpose of the organization.

KNOWLEDGE, SKILLS & ABILITIES

- Confidence to control and enforce house policies.
- Effective problem-solving skills and decision-making skills.
- Exhibit fairness and consistent application of and adherence to House rules.
- Staff supervision essential.
- Able to manage multiple tasks concurrently, and work with minimum supervision.
- Knowledge of general office procedures and capable of working office equipment.
- Familiar with data base entry and maintenance.
- Strong communication skills, both written and verbal.
- Proficient in Microsoft Office computer programs including Word, Excel, and Outlook.
- Able to perform physical tasks usually associated with housekeeping/custodial, light maintenance, and managing inventories.
- Conversational Spanish a plus.
- Facility management experience preferred.
- Experience working for a social services agency and/or non-profit experience helpful.