Ronald McDonald House Charities® of Greater Las Vegas

House Manager Job Description

Job Title: Guest Services

Reports To: Family Services Manager

Status: Part-Time Non-Exempt

FLSA STATUS

This position is classified as Part-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 Guest Services maintains essential responsibilities including duties primarily in guest services, housekeeping, safety, and facility conditions. This position functions as a liaison for the guest of the House and the administrative and executive staff. Per the requirements of the McDonald's License Agreement, Ronald McDonald House must provide 24-hour on-site coverage.

ESSENTIAL DUTIES & FUNCTIONS

Direct Services

- Promotes an atmosphere of warmth, understanding, and compliance with compassion; Maintains supportive and open communications with families and guests
- Aids Family Services by checking guests in and out, completes all forms and sets up family charts, updates registered guest lists, and monitors guests parking and facility keys and/or card access
- Is always available 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 services, and submits work orders to report any damage, theft, or other problems
- Provides phone coverage and front office duties when necessary; Assists Social Workers and medical professionals with family referrals
- Supervises activities of volunteers, community groups, or other organizations while on RMHC property
- Completes a check list of required duties and tasks on each shift
- Reports to the Family Services Manager and/or Chief Operations Officer 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 written summary of events while on duty for other staff
- Builds partnerships with community organizations
- Represents Chapter/House to various audiences in a professional manner consistent with image and mission of this organization
- Performs general clerical services as requested by staff
- Enforces rules and policies of the Ronald McDonald house
- Assists, if necessary, in the execution of fundraising campaigns
- Accepts in-kind and monetary donations made during shift and completes necessary paperwork
- 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 problems 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
- Ability to work with little supervision
- Generates creative solutions and demonstrates attention to detail
- Establishes and maintains effective relationships
- Follows instructions; 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 guest services, housekeeping, or facilities
- Ability to interpret documents and procedures manuals and write routine reports and correspondence
- Positive communications skills
- Ability to comprehend chemical labels and safety data sheets
- 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, donors, families, guests, volunteers, media, and the public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, fractions, and decimals.
- 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 compose and read electronic mail
- Ability to drive a cargo vehicle or shuttle van
- 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