

## **Ronald McDonald House of Delaware Position Description**

**Position:** Assistant House Manager

**Position Summary:** Maintain a welcoming and supportive environment for families staying at the Ronald McDonald House of Delaware. This role is critical to ensuring families have access to a safe, comfortable, secure facility while guests focus on receiving medical treatment at nearby hospitals. Responsible for daily operations of the House including: providing superior service to guests; managing a dedicated team of volunteers; property management; and contributing to a positive experience for all who encounter the Ronald McDonald House of Delaware.

**Position Reports To:** House Manager

**Nonexempt**                       **Exempt (check one)**

**Hours:** Varies depending on facility's Manager on Duty needs. Typical shifts are Saturdays and Sundays 8:00am-4:00pm or 4:00pm-10:00pm. A team of Assistant House Managers also provides Operations coverage during holidays, and to help maintain staffing requirements during House Manager/Operations Team PTO.

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### **Primary Duties/Responsibilities:**

#### Compassionate Customer Service

1. Meet family needs in a supportive and friendly manner.
2. Maintain communal living environment by enforcing rules and policies in a timely manner. Communicate issues with Family Support Services and Operations Team as appropriate.
3. Maintain a working knowledge of the Family Registry guest management system.

#### Property Management & House Operations

1. Perform property inspections to ensure that House is clean, neat and in good repair, including regular Room Refresh and Renew inspections as assigned by House Manager. Resolve minor building issues during their shift.
2. Maintain general cleanliness of the House by supervising cleaning service, ensuring that designated cleaning responsibilities are met and conducting timely housekeeping check and follow-up of guest rooms. Utilize volunteers, or resolve minor issues independently, if warranted.
3. Maintain knowledge of the House's ongoing needs and contribute to operational success by being self-directed in completing tasks as needs arise, or volunteers are unavailable.

### Volunteer Relations

1. Manage and oversee all volunteers and service groups scheduled to be on-site.
2. Conduct appropriate orientation, training, or re-training required for groups and individuals on-site during scheduled shifts. Support new volunteers by working collaboratively with them as they acclimate to their new role.
3. Nurture and retain new and current individual volunteers and service groups by providing exemplary customer service. Provide training, coaching, and guidance in order for volunteers to achieve autonomy. Promote long term volunteer service in order to support House needs.
4. Contribute to a positive volunteer experience by providing guidance, communicating needs effectively, and providing appropriate feedback.
5. Be knowledgeable about RMH volunteer opportunities across all programs in order to communicate them effectively to visitors, callers, and others who express interest.

### Safety & Security

1. Maintain a working knowledge of emergency & evacuation procedures. Respond to emergency situations in accordance with policies. Know proper use of House safety systems including but not limited to: fire panels, fire extinguishers, electrical panels, security cameras, panic button, and odor codes. Initiate calls to 911 if warranted.
2. Manage transition between staff and overnight concierge officer. Act on any issues relayed by the officer and communicate any relevant information the officer will need during their overnight shift.

### Other

1. Adhere to RMHDE's hospitality standards in interactions with all stakeholders.
2. Attend team meetings.
3. Demonstrate empathetic attitude toward guests, donors, volunteers and others who come in contact with House.
4. Exercise independent decision-making during shifts; use sound judgement and follow RMHDE policies to contact on-call as necessary.
5. Maintain and respect confidential information related to families, volunteers and House Operations.
6. Perform other duties as assigned by President & CEO, Operations Director, or House Manager.

### Qualifications:

- High School Diploma
  - Ability to establish priorities and demonstrate flexibility
  - Ability to work with volunteers, families, and donors
  - Enthusiastic, compassionate, takes initiative
  - Strong communication skills
  - Ability to work with and supervise people from diverse backgrounds and abilities
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**Date of Last Revision:** 8/2022