

Ronald McDonald House of Delaware Position Description

Position: House Manager

Position Summary:

The Ronald McDonald House of Delaware is operational 24 hours a day, 7 days a week, 365 days a year. RMHDE is required to have a trained staff member on site at all times. The House Manager provides coverage 3:00pm-11:00pm, Monday-Friday. The House Manager also recruits, interviews, trains, schedules, and supervises a team of 6-8 Assistant House Managers who provide the required coverage on weekends, on holidays, and during staff PTO. The House Manger will handle the day to day operations during the shift as well as any emergencies that might arise.

The House Manager is responsible for ensuring the well-being and safety of families, House volunteers, and Community Group volunteers during their shift.

Position Reports To: Operations Director

Nonexempt

Exempt (check one)

Hours: Monday-Friday; 3:00pm-11:00pm; other hours as part of the on-call staff rotation

Primary Duties/Responsibilities:

On-site Management

1. Serve as Manager on Duty during shifts
2. Oversee team of Assistant House Managers to ensure high levels of customer service, consistent operations across shifts, adherence to established policies, fulfillment of assignments, and seamless transition between managers. This includes recruitment, screening, and training as well as building a cohesive team.
3. Ensure that RMHDE had 24 hour on-site coverage. The House Manager is responsible for managing Assistant House Manager schedules to ensure weekend, holiday, and PTO coverage. Responsible for providing coverage unless the schedule changes within 48-hours of the shift.
4. Provide timely and meaningful feedback to Assistant House Managers on their performance and provide additional training if necessary. Communicate performance issues to Operations Director and/or President & CEO in a timely manner.
5. Update and maintain Assistant House Manager materials and ensure consistency with the full Operations Policy and Procedures Manual
6. Schedule and conduct regular Assistant House Manager meetings including developing the agenda, scheduling training, coordinating with other staff members to attend.

7. Communicate relevant Assistant House Manager information to weekday House staff.
8. Coordinate on-call schedules for Operations staff
9. Oversee evening transfer from RMH staff to Concierge Officer.
Communicate any relevant information from staff to Concierge Officer.
Provide Operations Director with feedback on any issues that arise with the Concierge Officer.
10. In cooperation with the Family Support team, ensure guest rooms are ready for evening arrivals including: housekeeping checks, accessibility equipment, and other amenities

Facility Management

1. Respond to emergencies in accordance with Emergency Procedures and Business Continuity Plan.
2. Monitor and report on physical condition of House and grounds to Operations Director and Maintenance Assistant, including the monthly emergency checklist and outdoor lighting diagram to ensure all are functioning
3. As part of monthly emergency checklist, inspect and test House fire, security and other safety measures, and ensure proper documentation.
4. Manage the CMMS program. Responsible for coordinating, maintaining, and training staff on the program.
5. Oversee the community kitchen including the organization of the freezer, refrigerator, and pantry. Schedule and oversee regular deep cleanings of community kitchen, commercial equipment, and pantry organization.
6. Oversee the Room Refresh & Renew process. Coordinate Assistant House Managers to complete quarterly inspections of guestrooms and coordinate appropriate repairs with Operations Director and Maintenance Assistant
7. Oversee housekeeping and ensure rooms are ready for check-in during assigned shift.
8. Maintain working knowledge of facility systems
9. Keep inventory of supplies including: housekeeping supplies and other cleaning needs; pantry items.
10. Ensure in-kind donations are inventoried and stored appropriately. Communicate needs to Operations Director and ensure documentation is provided to Development Office.
11. Oversee Tattletale Security System

Volunteer Oversight

1. Oversee volunteers scheduled to be on-site during House Manager shifts. Ensure they complete appropriate forms and adhere to RMHDE policies while they are onsite.
2. Manage onsite volunteers by providing appropriate training, re-training, relevant House communications, and expressing appreciation.
3. Support volunteers through regular, individual contacts.

4. Provide guidance and assistance to volunteers as necessary and ensure Assistant House Managers are trained to work with volunteers.
5. Working with the appropriate department, produce training materials, updates, and communications relevant to Family Services and Kitchen Helper volunteers
6. Conduct or delegate House tours during shift. Ensure proper training of volunteers to assist with giving tours.
7. Oversee management of meal groups when the Operations Assistant is not onsite.
8. Be knowledgeable about RMH volunteer opportunities across programs in order to communicate them effectively to visitors, callers, and others who express interest.

Guest Experience

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. Communicate with staff regarding evening and weekend family issues
4. Learn Family Registry guest management system and offer support for guest check-ins after 9:00pm

Other

1. Assist in maintaining Policy & Procedures manual
 2. Maintain, record, and report nightly, monthly, and annual family statistics.
 3. Adhere to RMHDE's hospitality standards in interactions with all stakeholders
 4. Contribute to RMHDE newsletter
 5. Participate in staff development, seminars, special events, etc.
 6. Participate in working on-call weekends
 7. Participate in speaking engagements as requested
 8. Demonstrate empathetic attitude towards guest, donors, volunteers, and others who come into contact with the House
 9. Maintain and respect confidential information related to families, volunteers, and House operations
 10. Exercise independent decision making during House Manager shifts and on-call weekends
 11. Perform other duties as assigned by Operation Director and/or President & CEO
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Qualifications:

- Bachelor's Degree
- Ability to develop and carry out plans and goals.
- Ability to establish priorities in a fast paced work environment, and demonstrate flexibility as required.
- Ability to work with volunteers and donors.
- Strong communication and computer skills
- Demonstrated ability to work with and supervise people from diverse backgrounds and abilities

Date of Last Revision: April 2023