



Job Title: Weekend Manager
FLSA Status: Non-exempt
Reports To: Assistant Operations Manager

Position Description: The Ronald McDonald House Charities of Central Iowa Weekend House Manager is a part-time position that reports directly to the Assistant Operations Manager. The objective is to manage the weekend and/or evening operations of RMHCCI, collaborating with guests and families with care and compassion and overseeing the facility. Responsibilities included are as follows but not limited to: facility operations, cleaning, guest family check-in/check-out, and management of resource coordination.

Position Responsibilities:

- Work with members of the RMHCCI staff and volunteers to provide the best experience and services for guest families
- Handle all elements of guest check-in and check-out, manage wait list, room assignments, hotel stays, referrals, enforce House rules and policies, inspect of rooms at check-out and prepare bedroom for the next guest.
- Complete regular inspections to identify cleaning and supply needs
- Report any maintenance needs to the House Manager and Assistant Operations Manager
- Make updates in guest management software
- Ensure kitchen is continually stocked and cleaned
- Clean common area bathrooms daily
- Ensure kitchen, bathrooms and common areas are continually stocked and cleaned.
- Keep linen closet stocked and cleaned
- When shift is over, communicate thoroughly with incoming Weekend Manager and/or Overnight Staff any pertinent information regarding occupancy, maintenance and any activities that occurred
- Work between Houses to assist with providing meal or any supplies needed
- Assist any volunteers or volunteer groups with their project while at the House

Qualifications:

- Minimum 1-2 years' experience in management of human services, residential services, hospitality or other related field.
- Excellent interpersonal skills with the ability to relate to people of diverse backgrounds.
- Demonstrated problem-solving and decision-making skills. Excellent verbal and written communication skills.
- Strong organizational skills with the ability to handle multiple and diverse tasks. Previous experience with program planning, implementation and evaluation.
- Dependable, excellent judgment and demonstrated ability to operate in flexible, team-oriented environment.
- Computer proficiency including Microsoft Office and other software pertinent to RMHCCI operations.
- This position may require sleeping at the RMH and being "on call" during overnight hours

Direct Reports: None – liaison for volunteers on weekends

Physical Demands and 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.

- Physical Demands:
 - Most work is conducted in an office environment.
 - Attendance at events may be indoors or outdoors, possibly in hot or wet weather.



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- While performing the duties of this job, the employee is occasionally required to walk, sit, use hands to handle or feel objects, tools or controls; reach with hands and arms; balance, stoop, talk or hear.
- The employee must occasionally lift and/or move up to 30 pounds and stand for long periods of time.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Must have access to a vehicle and possess a valid driver's license.
- Work Environment:
 - Promotes an atmosphere of warmth and understanding.
 - Maintain supportive and open communication with volunteers, guests & staff
 - Maintain guest communications including emotional support, trouble shoots problematic guests, arranges for support services, attends special in-House events.
 - Provide support to House Services staff as needed. May be assigned to be on call overnight, handle emergency situations or other urgent circumstances. When needed, checks families in and out, inspects, cleans and organizes bedrooms and general facility.
 - Represents Chapter/House to various audiences in professional manner consistent with image and mission of this organization

General:

The employee is expected to adhere to all company policies as outlined in the most current Employee Handbook.