



Keeping families close®

Brief Description of Organization:

Ronald McDonald House Charities New York Metro (RMHC NYM) is a not-for-profit 501(c)(3) organization that focuses on the critical needs of children by operating programs that provide families with access to pediatric healthcare on Long Island and allow the family unit to remain together during the stress and uncertainty of a medical crisis.

Position Overview:

Position Title: House Manager

Reports to: Sr. Manager of Operations and Special Projects

Subordinate Staff: Family Service Coordinator, Guest Services Associates, Overnight Staff

Regular Hours: 1 PM-9 PM with Flexibility to work 8 AM-4 PM

Schedule: 8-hour shift

Availability Requirements: Flexibility to cover weekends, ability and willingness to provide coverage for holidays and inclement weather as needed.

The House Manager acts as the main liaison with the residents at the House, hospital social workers, and healthcare partners. The hospitality programs, housekeeping needs, and physical House requirements necessary to ensure a positive experience for all residents fall under the scope of responsibilities of the position. The job works closely with Operations and reports directly to the Sr. Manager of Operations.

- Must be reliable and dependable.
- Flexible, mature, and professional work style.
- Excellent verbal, written, and interpersonal communication skills.
- Strong decision-making ability.
- Commitment to and understanding of the organization's mission.
- Ability to strategically balance compassion and empathy with assertiveness.
- Practice good judgment in potentially challenging situations as they pertain to resident's needs.
- Ability and willingness to work independently and as part of a team to make sound judgment without on-site supervision.

Responsibilities include, but are not limited to:

- Register and orient incoming residents during check-in and check-out residents during departure.
- Maintain referral and waitlists.
- Liaise with hospital partners and grow occupancy.
- Communicate regularly with the hospital social work department, and other healthcare partners.
- Work in tangent with, hospitality, receptionist, drivers, and front desk volunteers, providing support and direction as appropriate.
- Ability to effectively manage and communicate mission needs to staff.
- Ensure the cleanliness and safety of the building by completing regular rounds of the building; monitoring cleaning tasks as needed or assigned; identifying and delegating tasks for daily

volunteers and volunteer groups, and assisting with facilities tasks such as documenting items that need attention.

- Assists residents with various requests and needs in a supportive & friendly manner throughout the residents' entire stay at the Ronald McDonald House.
- Assign coverage for a 24-hour shift and provide coverage as needed.
- Communicates and schedules house activities with resident's families throughout families' stay.
- Encourage families to share stories, photos, write thank you notes, and complete reviews and resident surveys.
- Meet, greet and monitor visitors to the House.
- Coordinate in-kind donations/deliveries.
- Give tours of the facility.
- Organize and schedule quarterly Guest Service Associate meetings and training as needed;
- Monitor dinner program, kitchen condition, etc.
- Perform other tasks or special projects as assigned by Sr. Manager of Operations and Special Projects;
- Properly processing room donations and financial donations.
- Ability to train and learn internal processes, i.e. Exceed Beyond/Areeva, Raisers Edge, LobbyGuard, etc.
- Ensure all Guest Service Associates are properly trained and effectively communicate policy and procedures.
- Strong organizational and administrative skills, ability to maintain a clean and welcoming environment for residents.
- Participate in fundraising efforts, i.e. supporting special events.
- Strong written and verbal communication skills; positive and respectful interpersonal skills.
- Ability to document the days' events with clear and concise notes.
- Update Operations Manual as policy and procedures change.
- Regularly communicate with the staff, resident families, and medical partners.

This job might be for you if:

- You enjoy building relationships with a diverse group of people.
- You have an upbeat and professional demeanor.
- You are timely, great at prioritizing, and multi-tasking.
- You have strong communication skills.
- You are highly motivated and a self-starter.
- Have a customer service mentality.
- You are a team player.
- You are reliable and proud of your work.
- You are meticulous about detail and accuracy while working effectively in a fast-paced environment.
- You want to love what you do and make an impact!

Core Expectations:

- Lead with our core values of collaboration, gratitude, inclusion, integrity, and joy.
- Compassionately and fairly assist our resident families during their stay.
- Collaborate across departments to create a House where everyone belongs.
- Effectively and efficiently implement processes and procedures.

Competencies:

Dependability; Compassion; Communication and listening skills; Interpersonal/team effectiveness; Demonstrate objectivity, fairness, tact, and confidentiality; Problem-solving and decision-making; Flexible; Able to manage multiple tasks simultaneously; Able to manage a diverse group of people fairly and consistently.

Education, Experience, Knowledge & Skills

- Minimum of three years of management experience.
- Must be able to multi-task effectively.
- Family Services experience preferred.
- Must be approachable and friendly.
- Must be reliable and dependable.
- Understand and practice confidentiality.
- Computer proficient, including Excel, Word, and Outlook.

Salary:

Commensurate with Experience

To Apply:

Please send COVER LETTER AND RESUME to info@rmhcnym.org. No phone calls please.

RMHC NYM offers a competitive compensation and benefits package, including employee health benefits, a matched 403 (b) plan, life insurance, disability insurance, flexible spending account, generous paid time off and professional development opportunities. Must be able to successfully pass a background check. EOE.

The above information in this description has been designed to indicate the general nature and level of work performed by employees with this level of responsibility. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees in this position.