



House Manager  
Ronald McDonald House Charities  
of CT and Western MA

*The Ronald McDonald House Charities® of Connecticut and Western Massachusetts serves as a "home away from home" housing children and their families who are being treated at nearby hospitals and healthcare facilities.*

**Purpose of Position:**

Reporting to the Executive Director, the House Manager will be responsible for assisting and providing excellent customer service to guests staying at the Ronald McDonald House (RMH) of Springfield. The House Manager is the primary point of contact for all House needs. The House Manager is responsible for supervising the Guest & Volunteer Services Coordinator, housekeeping and maintenance positions. Operations of the facility, coordinating vendors when services are required to make necessary repairs, annual facility inspections and negotiation of vendor contracts.

**Duties and Responsibilities:**

**Essential Functions:**

- Supervise and work collaboratively with the Guest & Volunteer Services Coordinator.
- Maintain close relationships with hospital/medical facilities, including routine communication with hospital staff who work closely with our guest families.
- Manage the maintenance and repairs for the physical structure of the RMH building and grounds, including the coordination of outside vendors for services when needed.
- Vendor negotiation and budget management to obtain reduced service rates.
- Staff liaison to the RMH facilities committee and hold quarterly walk through evaluations of the premises.
- Oversees processing of guest referrals, prioritize the referrals, and wait lists. Ensure guest information is entered into the organization's guest management database. Provide tours to families and guests of RMH.
- Maintain guest database and monitor weekly and monthly census records for admission and checkout processes including monetary donations for fees associated with guest stays.
- Advise and collaborate with the Executive Director for House guidelines and expectations and follow through with enforcement of guidelines, crisis management and House policies. Document RMH infractions and all follow-up action.
- Inspect and organize guest rooms and areas throughout the House and manage the contracted cleaning and maintenance services to ensure a proper and professional appearance of the facility and spaces within the RMH. This requires the position to perform light, manual labor when needed to meet this expectation.
- Provide reports to Advisory Council and RMHC CTMA Board of Directors on operations and attend meetings.

**House Operations:**

- Responsible for keeping the RMH operating efficiently. Communicate operations issues to RMH staff and coordinate maintenance and repairs of the physical structure, ALWAYS mindful of the impact on guest families.
- Point person for capital projects with vendors, architects and construction services.
- Supervise Guest & Volunteer Services Coordinator to ensure high levels of customer service, consistent operations, adherence to established policies, fulfillment of staff job responsibilities and seamless transitions between shifts. This includes holding monthly meetings with the operations staff to discuss operations issues and provide continuing education to staff.
- Maintain daily communication log notes to document events and interactions during the shift and ensure following shifts are informed of the day's events.
- Manage requests and disbursement of Family Assistance Funds.
- Assist in developing policies and procedures related to the facilities and develop/maintain crisis manual. Approved by Executive Director.

**Volunteer Support:**

Volunteer support involves working with individual volunteers during their weekly shifts to ensure the RMH is operating efficiently and our guests are receiving the highest level of services during their stay. The Guest & Volunteer Services Coordinator is the primary point of contact for all volunteer and volunteer groups. The House Manager will work with RMH volunteers during their weekly shifts to provide the following support:

- Work with volunteers to ensure guest rooms and common areas are clean and ready for guest families.
- Support volunteers' training on answering phones and doors, greeting guests and volunteer groups and providing tours to donor groups.
- Provide guidance on tasks during their shifts at RMH
- Coordinate volunteer efforts to ensure kitchen, dining, laundry and community spaces are clean and available.
- Work with the Guest & Volunteer Service Coordinator to identify gaps in volunteer coverage and suggest ways to maximize the volunteers' experience during their shifts.
- Supervises Guest & Volunteer Services Coordinator, Housekeeping and Maintenance.

**Other Duties:**

- Position description is not an inclusive list of all responsibilities. Additional duties that are consistent with the responsibility level of this position may be assigned.

**Qualifications:****Required Education and Experience:**

- Minimum Bachelor's degree in a related field or equivalent combination of education and work experience.

- Experience in non-profit environment required.
- Proficient computer skills to include Microsoft Office and constituent databases.

**Specialized Knowledge, Skills & Abilities:**

- Relationship building skills.
- Interpersonal and leadership skills.
- Excellent oral and written communications skills.
- Proactive, flexible and team player.
- Attention to detail and accuracy.
- Bilingual preferred.

**Work Environment/Physical Demands (if any)**

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 job functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Working conditions includes but not limited to the following:

- Local travel/occasional overnight travel.
- Some light lifting may be required.
- Ability and means to travel on a flexible schedule as needed, proof of liability and property damage insurance on vehicle used is required.

**Occasional weekends and nights required.**