

**Job Title:** House Manager

**Status:** Part Time/Non-Exempt Employee

Hours: Various shifts available. 30 Hours/week.

**Reports To:** Operations Director

## Summary

The House Manager provides managerial coverage of House Operations. **The work schedule may include daytime, evening, weekends and/or holidays. Ability to periodically flex work schedule with required advanced notice.**

## Essential Job Functions

- Responsible for managerial coverage of the House.
- Working collaboratively with Mott Social Work services, assign rooms to accommodate eligible families. Assess priorities of family needs in that assignment.
- Assist with checking families in and out, inspect, and ensure readiness of bedrooms and general facility, as needed.
- Ensure appropriate records are kept/updated for all families and operations.
- Maintain supportive and open communication with families and House Operations Director.
- Report matters of concern in a timely manner to the House Operations Director.
- Encourages and facilitates a sense of community and restful atmosphere among families.
- Follows documented systems, guidelines, procedures to support facility operations.
- Follows safety and security policies and procedures.
- Contribute to RMH team efforts by maintaining positive, supportive and flexible working relationships with fellow staff and volunteers in the mutual pursuit of providing comfort and care to families of seriously ill or injured children being served by the Ronald McDonald House Charities of Ann Arbor.
- database.
- Facilitate family needs and/or direct to support services, i.e. social work, day care, concierge, security transport, etc.
- Oversee cleanliness of House and stocking of supplies
- Insure family rooms are stocked, tidy, clean & maintenance issues addressed.
- Troubleshoot and confirm maintenance issues are handled.
- Answer phones, accept & process walk-in donations..

**Education and Experience** – An equivalent combination of education, training and experience will be considered

- Experience working in a human services/agency related position, hospitality or customer service position.
- Demonstrated skills in database systems.
- Proficiency in Microsoft Word, Excel and PowerPoint.

Send your resume to [kbaum@rmhcannarbor.org](mailto:kbaum@rmhcannarbor.org) or call Kathy at 734-604-7035.