



Ronald McDonald  
House Charities®  
Eastern Wisconsin

RMHC Job Description  
House Manager  
*Current as of February 2020*

Job Title: House Manager  
Department: Operations  
Reports to: Family Services & Programs Director  
Status: Part-Time Hourly (Non Exempt)  
Available shifts: Evenings and weekends

**Job Purpose:**

Ronald McDonald House Charities® of Eastern Wisconsin, Inc. (RMHC or House) is a premiere Wisconsin nonprofit established to keep families together and promote the health and well-being of children. RMHC is committed to the core values of communication, creating connections, community, and compassionate care for those we serve, those we work with, and those we inspire. Each member of our team demonstrates these core values and is focused on our mission and the families we serve.

RMHC is looking to add an additional House Manager (HM) to its team. The House Manager Team is part of the Family Services Team, which is responsible for all activities related to serving guest families and providing them rooms to stay while their child is undergoing medical treatment at a nearby hospital. The House Manager works in tandem with another assigned House Manager as well as in cooperation with other RMHC staff and volunteers to provide superior care, service and stewardship of our guests and visitors under the direction of the Family Services & Programs Director, always with a "mission first" focus.

**Operations:**

- Promote an atmosphere of warmth respect and privacy for all RMHC guest families served
- Full understanding of RMHC policies and procedures, including Operations Manual, and enforcing and explaining policies and procedures to guests when necessary
- Responsible for all facets of the guest family experience – check-ins, check-outs, assisting guest families with needs during their stay, and addressing challenging guest family situations in a professional manner, always being focused on the safety, security, and well-being of guest families, staff, and volunteers.
- Responsible for proper documentation throughout shift, including hospital referrals, guest family files, shift notes, and database entry, ensuring accuracy, confidentiality, and security of sensitive information
- Responsible for clear and concise communication with social workers and families as to room availability and referral/stay process
- Attend regularly scheduled House Manager meetings and trainings (approximately one per month)



- Proficient understanding of House alarm systems and emergency procedures with the ability to manage House emergency situations in a calm, professional manner
- Establish a professional and friendly relationship with House volunteers while delegating any Family Services tasks, as necessary. This includes supporting the Family Meal Program Coordinator and Family Meal Program during evenings and weekends through stewardship of program volunteers.
- Other duties as assigned by the Family Services & Programs Director

Qualifications:

- Passion for the RMHC Mission
- Approachable and easy to talk to, pleasant and gracious to guest families, RMHC colleagues and volunteers
- Ability to interact professionally with families, staff, volunteers, board members, hospital representatives, donors and the community
- Supports equal and fair treatment and opportunity for all while building effective relationships
- Ability to prioritize and multi-task, using effective problem-solving and customer service skills to work independently
- Excellent written and oral communication skills with the ability to read, interpret, apply and explain rules, regulations, policies and procedures while maintaining confidentiality with a calm and professional manner. Bilingual (English and Spanish) preferred but not required
- Computer proficiency (familiarity with MS office & database software)
- High School degree and two years college experience (or equivalent); work experience in a non-profit, social-service organization or other related employment
- Must exhibit a high level of responsibility, be dependable and timely
- Flexibility in work schedule and interest in occasionally picking up shifts, including weekends and holidays