



We are a team of inspired individuals who make a difference in people's lives. Our mission is to provide a home-away-from home for seriously ill children and their families, and to develop other programs and partnerships aimed at improving the lives of children in Hawaii and the Pacific.

We are looking to reinforce our team with people who care, are decisive, and prepared to do a lot of good. If you are talented, energetic and excited to share in our commitment of building a greater future, we have a career opportunity for you.

Job Summary

The Guest Services Manager is responsible for the daily management of guest services operations for both RMHC Houses and handles all House matters. This position is subject to the general policies established by the Board of Directors.

Additionally, the Guest Services Manager serves as Resident Manager and has overnight "on-call" responsibilities to handle any emergencies that may occur from Sunday through Thursday, beginning at 10pm through 8am the next morning. The manager also provides emergency support and backup to RMHC's Overnight and Weekend Relief Managers.

Essential Duties

- Responsible for oversight of all guest services operations and guest related activities. Enforces rules and policies of the Ronald McDonald House with respect to guest families. Oversees and manages the Guest Services annual budget, ensuring budget compliance, cost efficiency, and program effectiveness.
- Supervises and manages all weekend, overnight, and relief personnel issues, including recruitment, training, scheduling, management of work assignments, and performance evaluations of assigned personnel to ensure compliance with established standards.
- Serves as a liaison with hospitals, referral agencies and vendors. Communicates House policies and guidelines to agencies, staff and volunteers. Responsible for clerical and administrative duties to include maintenance of the guest registry, guest records, occupancy reports, and record keeping of guest information for RMHC's program files.
- Responsible for guest relations for RMHC families. Takes referrals, handles guest registration including check-in and check-outs at all house locations, coordinates transportation and shuttle arrangements, communicates policies and procedures to guest families, enforces house rules and policies as necessary, and organizes/plans family support events and activities.
- Responsible for day-to-day functional operation of the House including oversight/completion of all required housekeeping and daily maintenance tasks. Conducts regular house/grounds inspection to determine cleaning requirements and supply needs. Responsible for upkeep and overall cleanliness/orderliness of house and surrounding areas. Supervises housekeeping/janitorial services and ensures that all areas are clean and maintained.
- Monitors need for replacement of furniture, furnishings, fixtures, etc. for general facility improvements. Keeps Manager of House Operations apprised of needs for capital budgeting purposes.

- Maintains inventory and records on all housekeeping, household and maintenance related supplies including food and household items, cleaning supplies, linens, etc. Facilitates and schedules appropriate and timely distribution and storage.
- Understands and is able to implement House emergency procedures.
- Supervises and coordinates projects for volunteers and volunteer groups.

Other Duties

- Promotes a positive image of the Ronald McDonald House through exceptional communications, behavior, and professional attitude.
- Assists with Development and House special events and activities as needed. Demonstrates willingness to work as part of a team and assists co-workers in other organizational and program work as needed or required. Maintains reliable work attendance.
- Performs other miscellaneous duties and functions as may be assigned by the Manager of House Operations or the President to support and further the mission of Ronald McDonald House Charities of Hawaii.

Requirements

- Bachelor's degree or equivalent course work/training from an accredited college or university in human services, health sciences, administration, or related field.
- Effective time-management, organizational skills and management of details with ability to prioritize and multi-task.
- Excellent interpersonal, verbal and written communication skills. Ability to effectively communicate with agencies, staff, volunteers and guests.
- Ability to work within a team environment. Positive attitude, with sensitivity to the needs of guest families and co-workers.
- Proficiency with Microsoft Word, Excel, QuickBooks
- Ability to lift up to 25 pounds. Ability to clean and maintain household. Tasks associated with this position may require considerable or frequent walking, standing, bending, stooping, lifting, pushing, or reaching overhead.
- Valid driver's license and clean driver's abstract for the operation of House vehicles to transport House guests, run errands, deliver/pick up House supplies, materials, donations, etc.
- CPR Certification required for all staff with House Manager responsibilities.
- Commitment to the mission and goals of the organization.

Hours: Mon-Fri 8:00 AM-5:00 PM, in addition to evenings and weekends as required.

Benefits: 100% PPO Medical; Retirement Plan; Paid Sick, Vacation and Holidays; Professional Training