



Position	Weekend Relief Manager
Reports to	Guest Services Manager
Job Category	Part-Time, Non-Exempt

Job Description

Summary:

Under the direction of the Manager of House Operations, the Weekend Relief Manager is responsible for managing the operations of the House (including guest related and facilities related issues), and supervision and direction of volunteers. The position assumes the duties from Friday 4:30 PM to Saturday 7:30 PM and/or Saturday 7:00 PM to Sunday 10:00 PM. This position is subject to the general policies established by the Board of Directors.

Principal Duties:

The Weekend Relief Manager will be responsible for the following. The list below is not meant to be totally comprehensive or exclusive, and other duties may be required at the discretion of the House Manager.

House Operations

1. Handle registrations and assign guests to rooms.
2. House accounting to include fee collections and other recordkeeping.
3. Record all pertinent information and brief the Oahu Evening Manager through the log notes.
4. Be responsible for the completion of the House Daily Check List to include housekeeping and maintenance. Conduct House checks of all common areas for order and cleanliness.
5. Understand and be able to implement emergency procedures and have a continued awareness of situations that may have emergency potential.
6. Maintain good relations with neighbors.
7. Maintain positive relationships with all Board members, committee members, volunteers, staff, medical personnel, and the community at large.

Guest Relations

1. Communicate policies and procedures to guest and visitors in a manner that promotes caring and understanding.
2. Maintain knowledge of guest families to provide assistance and support, while maintaining appropriate professional boundaries.
3. Be responsive to and balance the needs of the House and individual guests.
4. Promote the concept of community to guests with consideration for multi-cultural needs.
5. Serve as a resource person by providing information about appropriate services.
6. Demonstrate good listening skills and interest in people and be available to guests.
7. Promote home-like atmosphere for guests and visitors.



8. Work with volunteers and other staff to coordinate special events and activities for guests planned for evening hours.

Qualifications/Skills and Knowledge Requirements:

1. Post high-school diploma or degree, equivalent course work/training in human services, health sciences or related field.
2. Ability to effectively communicate with staff, volunteers and guests.
3. Experience in supervision and working closely with people is required.
4. Experience in managing a facility (household equipment, emergency systems, grounds maintenance equipment) is necessary.
5. Teamwork and a positive attitude.
6. Proficient in Microsoft Word, Excel and Outlook.
7. Ability to lift up to 25 pounds.
8. Valid driver's license.

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 job. Management has the right to add, revise, or delete information in this description.