



POSITION:	OAHU AVENUE RESIDENT MANAGER (OVERNIGHT)
REPORTS TO:	GUEST SERVICES MANAGER
JOB CATEGORY:	REGULAR PART-TIME; SALARY; NON-EXEMPT

JOB DESCRIPTION

JOB SUMMARY:

Under the direction of the Guest Services Manager, the Oahu Avenue Resident Manager is responsible for overnight management of facility and guest services operations for the Oahu Avenue Ronald McDonald House.

The Oahu Avenue Resident Manager has overnight “on-call” responsibilities to handle any emergencies that may occur at the Oahu Avenue House from Sunday through Thursday, beginning at 9:00 pm through 7:00 am the next morning. The Resident Manager lives on-site at the Oahu Avenue House and is to remain on premises during the 9:00 pm to 7:00 am period Sunday through Thursday in order to respond to emergencies.

The Oahu Avenue Resident Manager is also responsible for managing the operations of the House (including guest related and facilities related issues), and supervision and direction of volunteers. This position assumes active duties from the hours of 6:00 pm to 9:00 pm. This position is subject to the general policies established by the Board of Directors.

ESSENTIAL DUTIES FOR “ON-CALL” OVERNIGHT COVERAGE:

1. Responsible for overnight “on-call” coverage at the Oahu Avenue House to handle any emergencies and guest support needs from Sunday through Thursday, beginning at 9:00 pm through 7:00 am the next morning.
2. Nightly work responsibilities also include after hour security check and shutdown of facility, office closure, general maintenance of common areas, and review of guest log.
3. Morning work responsibilities include the opening up of the house.
4. Understands and is able to implement House emergency procedures.

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.
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Other Duties:

1. Promotes a positive image of the Ronald McDonald House through exceptional communications, behavior, and professional attitude.
2. Performs other miscellaneous duties and functions as may be assigned by the Guest Services Manager or the House Operations Manager to support and further the mission of Ronald McDonald House Charities of Hawaii.

QUALIFICATIONS/SKILLS AND KNOWLEDGE REQUIREMENTS:

1. High school graduate; post high-school diploma or course work/training in human services, health sciences, or related field preferred.
2. Good interpersonal, verbal and written communication skills. Ability to effectively communicate with agencies, staff, volunteers and guests.
3. Ability to work within a team environment. Positive attitude, with sensitivity to the needs of guest families and co-workers.
4. Proficiency with Microsoft Word and Microsoft Excel.
5. 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.
6. Available to live on-site and provide overnight coverage, Sunday through Thursday, beginning at 10:00 pm through 8:00 am the next morning, in addition to day shifts and weekends as needed.
7. 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.
8. CPR Certification required for all staff with House Manager Responsibilities.
9. Commitment to the mission and goals of the organization.

Hours:

Part-time

6:00 pm to 9:00 pm active coverage | 9:00 pm to 7:00 am On- Call

Sunday through Thursday; additional days/hours as needed

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.