



Ronald McDonald House Charities of Southwest Virginia
2224 Jefferson Street SE | Roanoke, VA 24014
ph: (540) 857-0770 | fax: (540) 857-9584

JOB DESCRIPTION

Job Title: Overnight Manager
Reports To: House Program Director
Supervises: N/A
Status: Non-Exempt / Hourly; Hours 11:00p.m. – 8:00a.m.

The Overnight Manager provides coverage of the House operations during the hours indicated above. This person is responsible for ensuring a clean, comfortable environment for families, communicating with guest in a friendly manner, and encouraging and facilitating a sense of community and restful atmosphere among guests.

DUTIES AND RESPONSIBILITIES

Facilities

- Handle all emergency situations, including, but not limited to, guest locked out of the House or their room, fire, water leaks, unauthorized persons in the House, and assisting Guest in calling 9-1-1 in a medical emergency. Contact Emergency, Rescue, Fire, Hospital security, Executive Director or House Program Director if need should arise.
- Able to troubleshoot maintenance issues. Is familiar with all House systems (heat, air, fire alarm, etc.) and documents any issues.
- In case of weather emergencies, is responsible for following emergency procedures for all families.
- Reports damage and repairs needed to the House Program Director in a timely manner as appropriate.
- Ensures house order and security by completing evening walk-throughs and security checks. Maintains security of all entrances.

Housekeeping

- Ensures clean, comfortable living spaces by completing cleaning duties provided each shift.
- Checks routine maintenance items and marks completion. Report any damages to the House Program Director.
- Keep snacks and beverages (i.e., tea, lemonade, etc.) replenished for guests.
- Bake fresh treats for guests to take away in the morning.
- Pack and distribute lunches into refrigerator for guests to take away.
- “Close” House each evening and “Open” House each morning by performing the necessary tasks.
- Organize and rotate food pantry.
- Put away donations.

Guest Services

- Ensures all guests paperwork is completed and put away.
- Greet guests and check-in/out any late arrivals/early check-outs.
- Provide Guest orientation for new families, including a House tour.
- Remain accessible to guests throughout shift.
- Reports matters of concern in a timely manner to the House Program Director.

Additional Responsibilities

- Performs shift crossover with each manager shift, discussing any on-going guest or house issues (i.e. late check-ins, check-outs, maintenance problems, etc.).
- Complete shift notes in the Managers Log Binder for House Program Director.
- Be able to process any referrals.
- Clerical and administration duties including data entry as directed by the House Program Director.
- Process cash register – closing/opening, balancing shift transactions.
- Know all procedures for accepting room/merchandise payments and donations.
- Attend all staff meetings as requested.

- Expected to have working knowledge of RMHC-SWVA policies and procedures.
- Work as a team member with all staff at RMHC, treating fellow staff members with respect and sensitivity to the requirements of the jobs. Interact with and show appreciation for our volunteers.
- Other duties as requested.

KNOWLEDGE, SKILLS AND QUALIFICATIONS

- Punctual and reliable. Supports staff by filling in during vacations/sick times and bad weather.
- Must demonstrate good judgement and good decision-making ability.
- Proven time management and organizational skills.
- Ability to work well not only as part of a small, dynamic team but also independently.
- Ability to maintain confidentiality.
- Experience utilizing basic Microsoft programs (Word, Excel, PowerPoint, Outlook) and technology capable.
- Willing to work weekends and holidays.

Minimum Physical Requirements

- Able to cope with periods of high stress.
- Clear cognitive and intellectual abilities to meet the demands of the position.
- Ability to move around facility or grounds to perform necessary job responsibilities.
- Ability to load/unload, lift, or move heavy equipment without assistance (5 lbs. To 30 lbs.)

Disclaimer:

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the position. While this is intended to be an accurate reflection of the current position, management reserves the right to revise the position or to require that other or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments).

Last Updated: 06/15/2021