



JOB DESCRIPTION

Job Title: Evening/Weekend Manager

Reports To: House Program Director

Supervises: N/A

Status: Non-Exempt / Hourly; Shift Hours between 3:00p.m. – 11:00p.m., Saturday-Sunday 8a.m. – 11p.m.

The Evening/Weekend 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 walk-throughs and security checks. Maintains security of all entrances.

Housekeeping

- Ensures clean, comfortable living spaces by completing cleaning duties provided each shift – including maintaining clean common areas, public restrooms, and front office.
- Make sure rooms are prepared for new check-ins.
- Keep snacks and beverages (i.e., tea, lemonade, coke machine, etc.) replenished for guests.
- Report the need of House supplies to the House Program Director.
- Assist with kitchen cleanup and meal programs.
- Put away donations.

Guest Services

- Ensures all guests paperwork is completed and put away with crossover from each manager shift.
- Greet guests and perform check-in/outs.
- Provide Guest orientation for new families, including a House tour.
- Serve as a primary point of contact for all families and remain accessible to guests throughout shift, assisting all guests with daily needs and requests.
- Reports matters of concern in a timely manner to the House Program Director.
- Oversee laundry room schedule.

Administrative Support

- Handle all incoming phone calls providing information and directing to the most appropriate person.
- Process referrals, confirm reservations, and maintain waiting list according to a priority system.
- Process donations and room/merchandise payments.
- Accept deliveries.
- Assist visitors.
- Data entry as requested by House Program Director.
- Process cash register and coke machine change – closing/opening, balancing shift transactions.

- Performs shift crossover with each manager shift, discussing any on-going guest or house issues (i.e., late check-ins, check-outs, maintenance problems, volunteer status, etc.).
- Complete shift notes in the Managers Log Binder for House Program Director.

Additional Responsibilities

- Working with Volunteer Coordinator, assist with overseeing volunteers.
- 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.
- 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.
- Able to work a flexible schedule including evenings, weekends, holidays, administrative on-call coverage, and other coverage as needed.

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 and to supervise volunteers.
- 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