



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 safe, clean, comfortable environment for families, communicating with guests in a friendly manner; encourage and facilitate a sense of community and restful atmosphere among guests.

DUTIES AND RESPONSIBILITIES

Guest Services

- Intake of New Guests
- Guest's check-in/out any late arrivals/early check-outs.
- Provide Guest orientation for new families.
- Remain accessible to guests throughout shift.
- Contact guests if calls should come in after hours.
- Reports matters of concern in a timely manner to the House Program Director.

Facilities

- Handle all emergency situations, including, but not limited to, guests locked out, fire, water leaks, unauthorized persons in the House.
- Duties associated with Opening & Closing of House.
- Able to troubleshoot basic maintenance issues.
- Implementation of Emergency Procedures if needed.
- Report damage and/or repairs needed to the House Program Director in a timely manner.
- Evening walk-throughs and security checks.

Housekeeping

- Cleaning duties as assigned.
- Light Laundry
- Load/Empty Dishwasher, as necessary.
- Purge refrigerators as needed.
- Replenish snacks for guests.
- Pack and distribute Guest lunches.
- Store donations.
- Weekly House supplies order.

Additional Responsibilities

- Complete daily shift notes.
- Perform sales on cash register; closing/opening, balancing shift transactions.
- Attend all staff meetings as requested.

- Develop a working knowledge of RMHC-SWVA policies and procedures.
- Interact with and show appreciation for our volunteers.
- Attend ongoing training as assigned.
- Other duties as requested.

KNOWLEDGE, SKILLS AND QUALIFICATIONS

- High school graduate or GED.
- Punctual and reliable.
- Ability to multitask.
- Ability to be innovative.
- Must demonstrate sound judgement and good decision-making ability.
- Good time management and organizational skills.
- Ability to work well individually and as a part of a team
- Ability to maintain confidentiality.
- Experience utilizing basic Microsoft programs & email (Word, Excel, PowerPoint, Outlook); using search engines.
- Willing to fill in during vacations/sick times and bad weather.
- Willing to work weekends and holidays.

Minimum Physical Requirements

- Calm in stressful situations.
- 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.)