



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

## JOB DESCRIPTION

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**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*

- 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.
- Meal preparation/serving/clean-up

#### *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/interns.

- 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.)

### ***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).