



Position: House Operations Manager

Reports To: Chief Operating Officer

Education: Bachelor's degree

Relevant Work Experience: 3-5 years prior experience managing people

Schedule and Status: Monday – Friday, 9am – 5:30pm; Full-Time, Exempt

Salary: Competitive

Overview: The House Operations Manager is a full time, exempt, salaried position that reports to the Chief Operating Officer. The House Operations Manager is responsible for managing the Ronald McDonald House (RMH) program, including supervising guest services staff who serve as the primary point of contact for all RMH guests. This position also oversees the maintenance of the 30,000 square-foot property and coordinates vendors when services are required to make necessary repairs. The House Operations Manager is responsible for assisting the guest services team in providing excellent customer service to all guests staying at the (RMH). This position is an integral part of the Programs team and is accountable to the CEO for stewardship of the Mission Statement.

The House Operations Manager must be bilingual in English & Spanish.

Essential Functions:

1. Supervise and work collaboratively with the guest services staff to provide the highest level of customer service to all guests staying at the Ronald McDonald House.
2. Maintain regular communications with current RMH guest families as well as our partner hospital staff who refer families to the RMH. This includes frequent emails and phone calls to both parties and periodic updates regarding changes in RMH policies and/or practices.
3. Manage the maintenance and repairs for the physical structure of the RMH building and grounds, including the coordination of outside vendors for services when needed.
4. Assist the guest services staff as needed by: processing referrals and prioritizing the referral and wait lists. Checking families in and out of the RMH guest rooms. Ensure guest information is accurately entered into the organization's guest management database. Assist guest families to familiarize them with the RMH as needed.
5. Cover Guest Services Representative (GSR) shifts when needed and manage the GSR shift schedule, making changes as needed based on GSR sick time and time off requests.
6. Periodically audit guest records to ensure guest services staff are accurately processing guest records, including registration, check-out and donation records.
7. Assist guest services staff with applying for authorization and reimbursement from the Medical Transportation Program (Medicaid). Submit invoices for reimbursement requests and track payments from managed transportation organizations (MTO's).
8. Oversee the guest services team as they advise residents of RMH guidelines and expectations and follow through with enforcement of these guidelines. The House Operations Manager is the main contact for guest families when needing to escalate discussions about guest behavior.
9. Inspect, clean and organize guest rooms and areas throughout the House and manage the contracted cleaning & maintenance services to ensure a proper and professional appearance of the facility and spaces within the RMH. This requires the position to perform light, manual labor when needed to meet this expectation.

House Operations

1. Responsible for keeping the RMH operating efficiently. Communicate operations issues to other RMH staff and coordinate maintenance and repairs of the physical structure, always being mindful of the impact on guest families and staff.
2. Supervise guest services staff to ensure high levels of customer service, consistent operations, adherence to established policies, fulfillment of staff job responsibilities and seamless transitions between shifts. This includes holding regular meetings with the entire guest services team to discuss operations issues and provide consistent opportunities for feedback.
3. Hold regular 1-on-1 supervision meetings with individual guest services representatives and perform annual evaluations of guest services staff.
4. Coordinate the scheduling and use of the Community Room by external groups during evening and weekend hours.
5. Coordinate in-kind donations from individuals and community resources. Responsible for ensuring that all in-kind donations are processed. This includes sorting & storing the donations. Ensure donors' information is captured & donations are entered into the online donation form.
6. Oversee daily communication shift notes to document events and interactions during each shift and ensure following shifts are informed of the day's events.
7. Disburse and maintains petty cash records and ensures adequate funds are available. This includes regular reconciliation of the receipts provided for use of the funds.
8. Manage requests and disbursement of Family Assistance Funds.

Volunteer Support

1. Support volunteers' training on answering phones and doors, greeting guests and volunteer groups and providing assistance to the guest services team as needed.
2. Ensure guest rooms and common areas are clean and ready for guest families.
3. Work to identify gaps in RMH volunteer coverage and suggest to the Volunteer Services Director ways to maximize the volunteers' experience during their shifts.

Requirements:

1. Passion for the mission of Ronald McDonald House Charities of Central Texas.
2. 3-5 years of experience managing staff in a customer facing, customer service or support type position dealing with many different people frequently. Preferred work experience in roles where creating a high level, high touch customer experience was expected and well executed.
3. Proficient working knowledge of Microsoft Office software, experience with Google Apps, Slack & Trello preferred.
4. Adhere to RMHC CTX policies & procedures and enforcement of such when required.
5. Strong skills in interpersonal interactions, flexibility and the ability to exercise authority & sound decision-making.
6. Ability to respond to and handle emergency situations & conflict management
7. Ability to handle multiple tasks & projects with attention to detail
8. Able to be self-motivated & work independently with strong organizational skills
9. Must exhibit the following: patience, compassion, outgoing, tactful, flexibility, positivity, discretion and professional in manner. Presents a professional image and works well under pressure of constant customer contact or with difficult situations.
10. Demonstrates warm, supportive and cheerful behavior consistently.
11. Ability to function responsibly and autonomously.
12. Excellent organizational skills, attention to detail, strong verbal and written communication skills.
13. Be dependable, flexible, and highly sensitive to and supportive of the mission of Ronald McDonald House Charities of Central Texas.

Position description is for informational purposes and is not an exhaustive list of all responsibilities. Additional duties that are consistent with the responsibility level of this position may be assigned.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Ability to work off shift hours when needed.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel. More in-depth information can be found in SOP's, working guidelines, policies, etc.

Where permitted by applicable law, the successful candidate must have received or be willing to receive the COVID-19 vaccine by date of hire to be considered for any position at Ronald McDonald House Charities of Central Texas.

Equal Opportunity Employment Statement

RMHC is committed to equal employment opportunity both in principal and in fact. All employment decisions including, without limitation, decisions regarding recruitment, selection, hiring, compensation, benefits, training, advancement, discipline, termination, layoff, return from layoff, and other terms, conditions and privileges of employment, are based on individual qualifications, without regard to race, color, religion, national origin, sex, age, disability, sexual orientation, marital status or any other status not listed here protected by law.