

RONALD McDONALD HOUSE CHARITIES® OF CENTRAL PENNSYLVANIA  
JOB DESCRIPTION

**JOB TITLE: Relief Manager**

**SUPERVISOR:** Volunteer & Operations Manager

**CLASSIFICATION:** Non-exempt, Part-time Position

**POSITION SUMMARY:**

**JOB DUTIES and RESPONSIBILITIES:**

- Manage all on-site functions of the Ronald McDonald House (RMH) in absence of the Operations Director, Volunteer & Operations Manager or Resident Manager
- Oversee with volunteers, or personally complete, all tasks related to family stays at the RMH – room requests, room assignments, check-ins, verifications, check outs, room preparations and responding to guest needs during stays
- Respond effectively and calmly to all emergency situations (911 calls, fire, police, maintenance issues such as leaks, etc.) and inform Operations Director, Volunteer & Operations Manager or Resident Manager when a safety or potential PR issue occurs. Prepare and file Incident Reports
- Greet and support volunteers, including those who provide meals and activities such as pet therapy
- When meals are not provided, and as time permits, prepare simple meals from available supplies, i.e. warm up frozen soup, slice bread, set out dessert; or order in food using gift cards or other resources
- Assure that the phone is promptly answered, and email room requests are promptly handled
- Interact with families to assure their satisfaction with the services of the House
- Maintain cleanliness of rooms and common spaces, with special attention to tidying kitchen and public restrooms before retiring for the night or going off duty
- Keep the Volunteer Operations Manager or Resident Manager informed about pending problems, issues or needs related to the House
- Respond to family concerns related to the RMH or its guests
- Graciously accept appropriate in-kind contributions to the RMH, including pull-tabs and magazines
- Graciously receive and direct all financial contributions to the finance office for processing and issue receipts for cash donations
- Conduct tours of the House
- Train/orient new House volunteers to operational duties, when requested
- When possible, attend meetings as convened by Executive Director or Volunteer & Operations Manager
- Be willing, when available, to provide coverage for the Operations Manager or Resident Manager when needed for vacations, sick leave, and out-of-town conferences
- **Minimum work requirement is two 8-hour weekend shifts per month AND one 4-hour evening shift per week**
- Rate of pay is \$12.50/hour

**QUALIFICATIONS and EXPERIENCE:**

- Volunteer or professional experience at Ronald McDonald House, family-type living environment, or residential facility is most desirable; comfort level working with diverse populations
- Superior judgment and communication skills essential; must be guest-oriented and hospitable at all times
- Basic maintenance (minor house repair) skills necessary
- Ability to lift boxes/donations when necessary
- Clean PA State Police, PA ChildLine and FBI Fingerprinting clearances required
- Proficiency in Microsoft Office Suite and data base program
- Must have reliable transportation