

RONALD McDONALD HOUSE CHARITIES® OF CENTRAL PENNSYLVANIA
JOB DESCRIPTION

JOB TITLE: Family Services Manager

SUPERVISOR: Lead Family Services Manager

CLASSIFICATION: Non-exempt, Casual Position

POSITION SUMMARY:

JOB DUTIES and RESPONSIBILITIES:

- Manage all on-site functions of the Ronald McDonald House (RMH) in the absence of Senior Operations Staff (Operations Director, Volunteer & Operations Manager or Lead Family Services Manager)
- Oversee volunteers in, or personally complete, all tasks related to family stays at the RMH: room requests, room assignments, check-ins, referrals, check outs, room preparations, key assignments, and responding to guest needs/requests
- Greet and support greeter/office/warmer volunteers as well as volunteers who provide meals, activities and other programs
- 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
- Assist in training new volunteers and new Family Services Managers as requested
- Accept in-kind contributions from our Wish List, as well as pull tabs and magazines
- Receive, receipt and direct all financial contributions to the Development Department by placing them in the locked box in the Operations Director's office
- Oversee tours and visits to the House when needed
- Respond effectively and calmly to all emergency situations (911 calls, evacuations, fire, police, ambulance, and serious maintenance issues such as leaks) and inform Senior Operations Staff on call when a safety or potential PR issue occurs
- Close/secure the House before leaving for the night. Perform check/walk-through of hallways and public space and/or check security monitors. Collect a second round of kitchen trash after 9pm, sweep/spot-mop kitchen floors and run dishwashers if needed. Double check "Daily Count" on the check-in office laptop before you leave
- Spot clean and generally keep the House neat and tidy
- Effectively deal with guest behavior issues (such as smoking, use of prohibited substances, inappropriate behavior, noise, unattended children, etc.)
- Keep your supervisor (Lead Family Services Manager) informed about pending problems, issues or needs related to the House
- When possible, attend meetings as convened by Executive Director or Lead Family Services Manager
- Be willing to provide coverage for the Senior Operations Staff when needed for vacations, sick leave, and out-of-town conferences
- **Minimum work requirement is FOUR 8-hour weekend shifts per month (shifts are Friday 4pm-12am, Saturday 8am-4pm, Saturday 4pm-12am, Sunday 8am-4pm) AND rotating holidays as assigned**
- **Pay: \$16/hour**

SUPERVISORY RESPONSIBILITIES: Volunteers assigned to your shift

QUALIFICATIONS and EXPERIENCE:

- Volunteer or professional experience at Ronald McDonald House, family-type living environment, or residential facility is most desirable
- Demonstrates and supports a culture of diversity, equity and inclusion
- Superior judgment and communication skills essential; must be guest-oriented and hospitable at all times
- Basic home maintenance skills necessary
- Ability to lift up to 30 pounds
- Clean PA State Police, PA ChildLine and FBI Fingerprinting clearances required
- Proof of COVID-19 vaccine or valid religious or medical exemption documentation
- Proficiency in Microsoft 365
- Personal cell phone in case of emergency is desirable
- Must have reliable transportation