



JOB POSTING

Title:	House Manager
FLSA Classification:	Nonexempt
Pay Range:	\$24 - \$27 per hour

Overview

Who We Are

The Ronald McDonald House Charities of Western Washington & Alaska supports seriously ill children and their families by providing housing, meals, and other essential support services at our facilities in Seattle, WA and Anchorage, AK. Each night we house 139 families, offering the comforts of home near the medical care their children need. Enabling families to stay close to their hospitalized child supports the health and well-being of the child and saves families millions of dollars in hotel and food costs each year. At the House, each of these families finds comfort, support, and hope as they navigate their child's medical crisis. RMHC of Western Washington & Alaska is an independent not-for-profit 501(c)(3) organization.

Who you are

You love to do meaningful work in a team setting and serve an organization with an inspiring mission. You are empathetic, positive, collaborative, and professional. You are excited to support volunteers and colleagues, and partner with team members to understand and meet the needs of our families. You are energized by an active working environment that requires an ability to manage your time well. Customer service and the ability to anticipate and respond to situations are areas of excellence, and you are seeking a role that allows you to have an impact.

JOB SUMMARY

House Managers play a critical role in delivering exceptional service to RMHC families and work collaboratively with other departments to create a welcoming, safe, and supportive environment for families who are in the midst of a health crisis. The role of a House Manager is diverse and requires a combination of organizational, interpersonal communication, and problem-solving skills to ensure the functionality and smooth operation of the House. House Managers report to the House Operations Manager.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Guest Service & Family Support

- Welcome and support families during their stay at the House.
- Register new families and orient them to the House and its services.
- Serve as a resource for families and assist them in navigating services and addressing challenges.

- Maintain a high level of discretion and confidentiality regarding family information.
- Engage with families to ensure their satisfaction by addressing their concerns and special requests.
- Provide information and assistance to families regarding RMHC facilities, services, and other local resources.

Program Support

- Support Front Desk Volunteers in delivering exceptional service by fielding questions, providing guidance, and responding to family requests.
- Collaborate with Family Services Manager, hospital departments, and local organizations to support families.
- Support Volunteer Services by helping onboard new volunteers and work groups.
- Support Family Meal Program by receiving deliveries, ensuring ample inventory is available in the House Pantry, and assisting with setup/breakdown of meal service.
- Maintain inventory in family pantries.
- Clean and organize family kitchens and common areas, restock supply closets.
- Accept, process, organize, and inventory incoming donations and supplies.

Communication

- Clearly and professionally communicate with external parties such as vendors, contractors, donors, volunteers, board members, and service providers.
- Serve as the liaison between families and external entities as needed.
- Utilize translation services to support effective communication with families.

Security & Safety

- Partner with families around understanding and complying with RMHC safety protocols and policies.
- Handle unexpected situations effectively and seek support from other departments.
- Ensure safety protocols are in place.
- Respond to emergencies and coordinate with relevant authorities or resources.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

SCHEDULE

- House Management team members' schedules may change occasionally to accommodate team members' sick or vacation leave. Hours to include evening and weekend shifts. Some holiday hours are required.
- Occasional all-team meetings are held onsite. When/if attendance is required for a meeting or training, advance notice and compensation will be provided.

ESSENTIAL SKILLS AND ATTRIBUTES

- Passion and commitment to our mission.
- Personal characteristics of being warm, empathetic, professional, flexible, and resourceful.

- Excellent verbal, written, and interpersonal communication skills.
- Ability to actively listen with patience and empathy.
- Ability to work both independently and as part of a team to balance compassion for families with consistent application of guidelines and policies.
- Ability to focus in a dynamic environment with multiple interruptions and priorities.
- Strong analytical and problem-solving skills.
- Computer proficiency, including email, Word, Excel, and database use.
- Bilingual Spanish-speaking applicants are strongly encouraged to apply.
- RMHC requires all employees to be fully vaccinated against COVID-19.

Education/experience

- Bachelor's degree in a related field or 3-5 years of equivalent experience.
- Prior experience working with individuals or families in times of stress, grief, and crisis.
- Knowledge and experience related to hospitality, crisis intervention, trauma-informed care, case management, and nonprofit work.

Physical demands

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

- The position includes office tasks and physical work.
- Includes prolonged periods of sitting, standing, bending, twisting.
- Requires walking within the building and across the campus.
- Required to lift 35 lbs.

Here's why you'll love working at RMHC:

Amazing People – We are a collective of dedicated nonprofit professionals, direct service family advocates, social workers, and bilingual housing and facilities teams that make the RMHC House a home away from home.

Caring Environment – Our House is a community where our nurturing staff support and provide services for families who are experiencing unique pediatric medical episodes in their lives; our House sparks joy and celebration to help lighten the heaviness of enduring medical treatments.

Great Location – Our House is nestled in the beautiful Laurelhurst neighborhood of Seattle, WA along the Burke Gilman trail and a short walking distance from Seattle Children's Hospital.

Robust Benefits –RMHC offers generous paid time off that includes 10 paid holidays, 12 sick days, 2 personal days and vacation per our schedule and DOE, 100% employer-paid medical/vision and dental plans, life insurance, and 401(k) retirement savings with an employer match.

Strong History –A Home Away from Home: RMHC of Western Washington and Alaska was established in 1983 with its first House opening in Seattle and serving 22 families. Today we have three facilities in Seattle, including 10 Bone Marrow Transplant Apartments with a total of 105 rooms. Our Anchorage House in

Alaska has 34 rooms and is nestled on the 6th floor of the Alaska Native Medical Center's patient housing. Patients include expectant mothers with high-risk pregnancies as well as pediatric patients and their families.

HOW TO APPLY

To respect the time of our applicants and reduce barriers, we do not require a cover letter. However, we would appreciate a paragraph sharing your understanding of the position and why you are interested in it. We will accept resumes until the position is filled. **Priority will be given to candidates who apply by December 29, 2023.**

Please submit your materials to hr@rmhcseattle.org

Ronald McDonald House Charities of Western Washington & Alaska is an equal opportunity employer. We value a diverse workforce and strongly encourage applicants of all backgrounds to apply, regardless of race, color, religion, national origin, sex, age, marital status, sexual orientation, gender identity/expression or disability.