



FAMILY HOUSE

JOB DESCRIPTION

POSITION:	Associate House Manager
STATUS:	Part Time / Hourly
REPORTABILITY:	Lead House Manager
PAY RATE:	\$13.00/hour during regular shifts; \$8.00/hours during overnight “sleeping” shifts

GENERAL SUMMARY: The Associate House Manager is responsible for upholding the standard of excellence for House Operations and Guest Services at their assigned location. The Associate House Manager creates a welcoming and safe environment conducive to a positive guest experience. Responsibilities include day-to-day office/financial operations, delivery of excellent guest service, responding to/reporting maintenance needs and communicating relevant information to the Lead House Manager.

RESPONSIBILITIES:

Guest Services

- Upholds Family House (FH) Guest Services Standards.
- Actively and supportively listens to guest concerns. Advises guests of available resources for medical, emotional, social or spiritual support throughout their stay.
- Educates guests and assists volunteers in educating guests about policies and procedures; enforces policies in a consistent and professional manner.
- Assists guests with transportation.
- Maintains business and guest confidentiality and ensures adherence by staff and volunteers.
- Ensures volunteer groups are welcome at FH. Acts as a liaison for guests to say “thank you” after group events.
- Consults with Lead House Manager or Manager on Call when assistance is needed.

House Operations and Emergency Procedures

- Assures seamless flow of House activities from check-out to check-in, including cleaning procedures and room preparation by volunteers.
- Inspects a minimum of two rooms per 8 hour shift and 1 room per 5 hour shift.
- Updates Housekeeping staff on daily assignments, room inspections and recommendations for corrections; completes daily Housekeeping paperwork.
- Consults with Housekeeping Manager on any issues that arise.
- Gives attention to and reports any safety concerns in physical facility and surrounding property.
- Evaluates maintenance issues and reports them through the TELS systems or to the Director of Maintenance immediately, depending on the severity of the situation.
- Completes annual training and shows proficiency to take care and direct during emergency situations for guest/volunteer safety and well-being; executes emergency procedures effectively and compassionately.
- Utilizes Disaster Matrix to communicate with key staff as needed.
- Prepares a brief report of shift activities in communications log.
- Documents unusual occurrences or guest behavior on an Incident Report after consulting with the House or On-Call Manager.

- **If assigned to overnight “sleeping” shifts:**
 - While the House is open, completes a walk-through to identify any safety concerns.
 - Secures the House and office area at the end of the evening shift and reopens it at the start of the daytime shift.
 - During “sleeping” hours, responds to Answering Service referrals including same-night reservations and guests checking-in or checking-out overnight; also, responds to overnight emergencies.

Office Operations

- Demonstrates thorough knowledge of FH operations.
- Proficiently manages check-ins, check-outs, payments, and new requests using the room request system, using WebRezPro, and in conjunction with House Manager and Housing Office.
- Maintains accurate financial records for House including but not limited to guest registration, payment, third-party billing and Family Assistance. Approves Daily Cash Reports from shift with replacement manager.
- Accepts and carries out, with skill and accuracy, routine daily tasks or intermittently assigned duties.
- Is accountable for protecting assets (e.g. cash box, petty cash, keys)

Other Duties:

- Complies with all FH policies.
- Availability to work evenings, weekends and holidays.
- Substitutes for other managers when the situation requires, including at least two holidays per year. Will make reasonable accommodations to ensure coverage during emergency situations.
- Must be cross trained at all Houses and in Housing.
- Attends monthly House staff meetings or reviews minutes/seeks out details, when unavailable for meetings.
- Interacts well with community partners; represents Family House in an informative and appreciative manner to donors and community groups; relays and forwards information about new community contacts.
- Performs other related duties as may be assigned by authorized personnel or as may arise unexpectedly.
- Initiates other tasks when regular duties are completed.

SPECIAL SKILLS AND ABILITIES REQUIRED:

- Ability to relate to people in periods of stress in an open and compassionate manner.
- Capable of defusing situations and perceiving and solving problems before they become crises.
- Interpersonal skills to effectively communicate with people of varying backgrounds including coworkers, and healthcare professionals.
- Ability to enforce policies and procedures while understanding some situations require a compassionate and flexible response.
- Excellent organizational and time management skills with ability to manage multiple tasks simultaneously; attention to detailed record keeping required.
- Excellent communication skills to effectively oversee staff, volunteers, housekeepers, and maintenance to ensure an outstanding guest experience.
- Knowledge of mechanical systems.

KNOWLEDGE AND PRACTICAL EXPERIENCE REQUIRED:

- Level of knowledge equivalent to that ordinarily acquired through completion of a college Bachelor’s Degree in the areas of Health Sciences, Liberal Arts or Business. Bachelor’s degree preferred.
- Minimum of two years of previous work experience in business or human services field.

- Equivalent combination of education and relevant experience, as approved by the Executive Director.
- Basic computer skills including Microsoft Office Suite, Outlook, navigating browsers; ability to learn and efficiently use organization-specific software.

PHYSICAL REQUIREMENTS:

- Move swiftly through the house and on the property in order to complete rounds, place signs, set-up rooms, get supplies, assure guest safety, evaluate/respond to maintenance issues, and to respond quickly to urgent or emergency situations.
- Ability to complete a house walk-through in about 20 minutes.
- Position one's self (for example bend, kneel, stoop, reach) in order to take care of emergency or urgent plant operations, set up guest rooms, or handle maintenance situations (e.g. flood, leaking toilet) which require an immediate response.
- Climb stairs in order to access all areas during walk-through and when elevator is not available.
- Lift, carry and/or transport up to 10 pounds and up to 25 pounds infrequently.

NOTE: The above statements are intended to describe the general nature and level of the work being performed by people assigned this position. They are not exhaustive lists of all duties, responsibilities, knowledge, skills, abilities and working conditions associated with this position.