



FAMILY HOUSE

FAMILY HOUSE, INC. JOB DESCRIPTION

POSITION: Housing Manager
STATUS: Full Time/Exempt
REPORTABILITY: Director of Operations

GENERAL SUMMARY:

The Housing Manager supports Family House (FH) mission and goals by providing excellent guest services during the room request/reservation process. The Housing Manager will be responsible for the operation of the guest request and registration system for all FH facilities. This includes responding to and filling room requests from the Housing Hotline, email, website, and other referring sources. The Housing Manager also does scheduling, directs Housing communications, coordinates the Seamless Program, and handles/assist the Director of Operations with special guest issues.

RESPONSIBILITIES:

Housing/Reservations:

- Demonstrates thorough knowledge of FH operations.
- Answers and responds to all incoming Housing line phone calls and web requests.
- Proficiently uses and maintains accurate records in the Housing request system (WRP); ensures accurate record-keeping of incoming room requests, filling in all data boxes.
- Allocates the available room requests each day and records confirmations for all Family House facilities.
- Processes hospital vouchers and prepares monthly invoice
- Processes, approves and records FH applications. Reviews list monthly for accuracy.
- Accurately documents, follows-up, and/or refers third-party billing information appropriately.
- Provides follow-up communication to next-shift co-workers regarding issues raised or tasks unfinished upon the end of their shift.
- Brings to the attention of the Director of Operations, any housing issues, concerns, or suggestions and potential method of resolution.
- Manages team communication, sends weekend reminders, monthly staff agenda and sends Outlook Calendar reminders
- Provides administrative support and completes duties left by Director of Housing or the Housing Manager.

Guest Service:

- Models a positive attitude.
- Motivates staff to perform well and must customers the priority.
- Demonstrates thorough knowledge of Family House Operations.
- Takes initiative and responsibility to deliver highest level of guest service.
- Actively and supportively listens to guest concerns and acts as a liaison to House Managers to ensure appropriate planning and preparation for guest arrivals.
- Assists guests with shuttle information.
- Conceives, develops, and carries out new ideas for improved guest services.
- Educates guests about Family House policies, processes, and services.
- Answers questions about the Pittsburgh area/region, provides information, or directs to other resources, as needed.

- Maintains business and guest confidentiality.
- Communicates with and acts as liaison to area hospitals and other community partners in order to promote the use of FH.
- Troubleshoots guest issues and brings to attention of Director of Operations any unresolved situations.

Supports the Director of Housing:

- In partnership with Director of Operations, identifies opportunities to address the needs/concerns of caregivers and patients.
- Evaluates options for addressing guest issues with House Managers to ensure appropriate documentation is issued in a timely fashion.
- Manages the reservation system to ensure accuracy of guest financial assistance requests; collaborates with House Managers, the Director of Finance, and appropriate hospital Social Service departments.
- Makes recommendations in sales strategy based on trends of compiled data.
- Seamless Pilot- books reservation, communicates and follows up with guest
- Manages FHN-APP for accuracy and trouble shots issues to resolution
- Provides training of Front office staff regarding property management and FNS phone system.
- Manages and Updates the FH housing office training manual
- Updates Third Party Billing, and Patient Waiver forms, as needed.
- FH Update collaboration
- Prepares Housing coverage schedule ensuring optimal level of staff resources according to business need.
- Provides other duties including administrative assistance for special events and attends meetings and community programs as needed.
- Attends staff meetings.

SPECIAL SKILLS AND ABILITIES REQUIRED:

- Excellent organizational and time management skills, with attention to detail.
- A familiarity with the physical plant, regulations, required reports, admission policies and procedures.
- Excellent communication and customer service skills in order to effectively interface with personnel, hospital staff, guests and third parties.
- Resourcefulness and knowledge of the Pittsburgh area.
- A positive attitude and commitment to the job.
- Availability to work evenings, weekends and some holidays, as needed.

KNOWLEDGE AND PRACTICAL EXPERIENCE REQUIRED:

- Minimum of a High School diploma and a minimum of 5 years work force experience in the areas of health and human services and or business. Bachelor's degree preferred.
- Basic computer skills including Microsoft Office suite, Outlook, navigating browsers; ability to learn and efficiently use organization-specific software.

PHYSICAL REQUIREMENTS:

- Job is primarily sedentary, 85-90% sitting.
- Must be able to hear and understand callers and to speak in understandable and grammatically correct English in order to communicate professionally to guests over the phone and in person.
- Vision must be sufficient to accurately enter data into the computer.
- Must have motor coordination and manual dexterity to use standard office equipment.

- 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 to this position. They are not exhaustive lists of all duties, responsibilities, and knowledge, skills, abilities and working conditions associated with this position.

Employee Printed Name

Employee Signature

Date

10/14/14

8/2021