

Ronald McDonald House Charities of Wichita, Inc.
Job Description

- Title:** House Manager: Team Leader
- Responsible to:** CEO/Executive Director
- Supervises:** House-based volunteers, professional cleaning and grounds-keeping personnel, resident families and houseguests.
- Responsibilities:** Management of House operation, facility and property; provide family service needs.

Accountabilities:

Facility and Property Management: Provide family support by providing a clean and maintained facility. Provide orientation and supervision of families. Provide and supervise the communications of the House. Provide reports, data input, create and maintain records and files. Update and maintain House notebooks. Oversee the daily operations of the House. Participate in providing an inventory. Comprehensive House Manager Task List (see attached).

Team Leader responsibilities:

Coordinate House Manager shift coverage. Facilitate new staff and volunteer training. Oversee House donation processing to make sure it is correct (i.e. paperwork, thank-you's, usage/distribution, ordering, communication). Responsible for repair and maintenance completion (monthly list, walk-thru list, includes those items needing the Handyman, etc.)

Responsible for family processes (i.e registration sheets, KanCare info, payment follow up, all information Finance Manager would need to process the family, rectify family complaints).

Responsible for facility processes (keys, recycling, supplies, manuals, notebooks, petty cash, cleaning, landscaping, copies of forms, cleanliness and maintenance guidelines are met, etc.). Keep shared calendar up to date and be prepared for calendared items (mgr schedules, meals, volunteers, volunteer groups, repairs, etc.).

Work with Operations Manager to complete House inventory once a year . Suggest staff meeting agenda items.

Supervisory:

Provide orientation, training, scheduling supervision, to House-based volunteers, (assisted by volunteer manager), professional cleaning staff, grounds-keeping personnel and all maintenance personnel. Provide orientation and supervision of families.

Knowledge, Skills and Experience:

Proven ability and knowledge regarding the maintenance and operation of a residential facility.

A familiarity with and passion for RMHC Wichita.

Good written and verbal communication skills.

Proven ability to manage and work with other staff and volunteers.

Supervisory experience required.

Good organizational skills.

Dependable computer skills and familiarity with Microsoft products.

Compassionate and a good listener.

Physical requirements:

Must be able to:

Lift up to 50 pounds

Carry supplies up and down stairs

Climb stairs

Bend and reach as part of daily routine duties

Climb a step ladder

Hear within normal hearing range

Must be non-sensitive to cleaning products

Other:

The House Manager shall carry out such other duties and responsibilities as the CEO/Executive Director may designate.

Limits of authority:

Personnel: Maintenance, professional house cleaning, Grounds-keeping personnel and House volunteers.

Policies/Procedures: Recommends changes to CEO/Executive Director.

Expenditures: Authority to purchase day-to-day needs up to pre-approved budget limits.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work. A task list is attached.

Signature: _____ Date: _____

4-10-13