



Keeping families close™

House Manager Job Summary

The Organization

Atlanta Ronald McDonald House Charities (ARMHC) nurtures the health and well-being of children and families through its two Ronald McDonald Houses, the Ronald McDonald Family Room, and the Ronald McDonald Care Mobile. ARMHC has grown significantly in recent years, and now provides 81 family-friendly guest rooms in two comfortable, supportive Houses near Children's Healthcare of Atlanta.

ARMHC has a nurturing and supportive culture, which shows in our caring relationships with the families we serve, and among staff and volunteers. The culture of service, collaboration and compassion is part of ARMHC's success.

ARMHC is part of a global network of Ronald McDonald Houses Charities. Each Chapter is owned and operated locally, and is well-regarded within the global network.

The Opportunity

The House Manager is responsible for the overall management of the House – with in-office hours of 7am-3pm, Monday through Friday. This position directly manages two full-time and five part-time managers. The House Manager must create and maintain a warm, comfortable and safe atmosphere for families, volunteers and guests at all times, while representing Atlanta Ronald McDonald House Charities in a professional manner.

Position Requirements

The ideal candidate for the position should have a college degree and work experience in the area of Human Services; having management experience is a plus. In the absence of this experience, personal experiences may be acceptable. Excellent communication, time management skills, sound judgment and problem-solving skills are required. In addition, the candidate must conduct oneself in a tactful manner while working with families and volunteers to be successful in this position. The House Manager must be dependable, and able to work with minimal supervision.

Key Functions:

- Guest Management process.
- Responsible for maintaining Guest data and statistical information.
- Maintain professional communication with hospital referral staff and social workers.
- Create and/or revise House Operations Policies and Procedures, and maintain up-to-date House Operations manuals.
- Responsible for maintaining accurate accounting records for Guest contributions.

- Train, manage, and complete performance evaluations on all House Staff members.
- Enforce rules, policies, and Guest expectations of the House and intervene in a disciplinary manner when appropriate.
- Create an atmosphere of hospitality and ensure the well-being and comfort of Guest families, Volunteers, and Donors. Maintain a humble, caring, but professional manner.
- Answer phones and respond to phone requests within two hours.
- Act as spokesperson for tour groups whenever necessary, respond to inquiries, supervise service projects and promote awareness of the mission and objectives of the Ronald McDonald House.
- House property must be inspected on a routine daily walk-through to ensure the House is neat, clean and safe; document any necessary repairs or facility needs.

Benefits

- 10 paid Holidays annually
- 8 personal days annually
- Employee's health insurance premium is currently paid 100% by the Charity.
- 403(b) plan available. The Charity matches 50% of the employee's contribution (up to a 10% maximum)
- Competitive paid vacation schedule

To apply

To apply, send a cover letter, resume, and three professional references with contact information (including at least two of your managers or supervisors) to Justin Littlefield, Director of Operations at housemanager@armhc.org.

Application deadline is 5 p.m. on Friday, August 27. Only applicants meeting qualifications will be considered. No walk-ins or phone calls please.