



Evening Manager

Job Purpose:

In the absence of the House Manager, the **Evening Manager** is responsible for the overall management of the House, working Sunday-Thursday 11 p.m.-7 a.m. This role involves creating a warm and comfortable atmosphere for families and providing support when needed.

Qualifications:

The ideal candidate for the **Evening Manager** position holds a college degree with relevant coursework. In some cases, equivalent work experience may be accepted in lieu of a formal education.

Experience in volunteer coordination is a plus, but personal volunteer experience is also acceptable. The candidate must have excellent communication, organizational, time management, sound judgment, and problem-solving skills. Additionally, they must handle interactions with families and volunteers tactfully to be successful in this role.

The **Evening Manager** must be dependable, able to work with minimal supervision, and flexible in covering the House during the House Manager's absence, with most schedule changes made in advance.

Essential Functions:

- Manage guest referrals, check-in, and check-out processes.
- Manage guest background check process while on duty.
- Record guest information in Family Registry database; maintain current data on all guests.
- Maintain professional communication with hospital referral staff and social workers regarding family residency status and the child's medical status.
- Ensure proper accounting procedures are followed at all times.
- Enforce Ronald McDonald House guest rules, expectations/ARMHC policies and procedures in a tactful manner.
- Communicate important information regarding guest status to the House Manager promptly and document in Family Registry.
- Foster a hospitable atmosphere, ensuring the well-being and comfort of guest families.
- Maintain a humble, caring, yet professional manner when communicating with guests.
- Accurately complete donor forms for all in-kind donations received while on duty, assist in writing thank-you notes for donations under \$500, ensure accurate entry into Raiser's Edge, and send them to the Administrative Office for processing and storage.
- Have a flexible schedule, able to work mornings, nights, and weekends as needed.
- Assist the House Manager with inventory management and communicate any House needs.
- Answer phones and respond to phone requests within two hours.



- Understand and maintain up-to-date knowledge of Atlanta Ronald McDonald House Operations Policies and Procedures.
- Act as a spokesperson for tour groups when necessary, respond to inquiries, supervise service projects, and promote awareness of the Ronald McDonald House mission and objectives.
- Keep the work area neat and well-organized.

Facilities Management

- Perform routine facility inspections and maintain updated maintenance records in Family Registry.
- Ensure the environment is kept neat and clean at all times.
- Adhere to health and insurance safety standards required for Ronald McDonald Houses.
- Supervise House cleaning or maintenance tasks as directed by the Facilities Manager.
- Conduct emergency repairs when necessary.
- Keep all storage areas organized and tidy.
- Monitor fire alarms, smoke detectors, and phone systems to ensure they are always operational.
- Handle any emergency maintenance needs during scheduled work time, and contact Facilities Manager immediately if needed.

Guest, Donor, and Volunteer Relations

- Foster positive, professional relationships with all guests, volunteers, and donors.
- Create a hospitable atmosphere, ensuring the well-being and comfort of guest families in a professional manner.
- Enforce house rules, policies, and guest expectations, intervening in a disciplinary manner when necessary.

Evening Manager Job Description

Disclaimer:

This is not an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the position. While it is intended to be an accurate reflection of the current position, management reserves the right to revise the position or to require that the other or different tasks be performed when circumstances change (i.e. emergencies, changes in personnel, workload, rush jobs, or technological developments).

Physical Demands

1. Sits at desk 30-40% of the day.
2. Near visual acuity essential for reading.
3. Talking and hearing essential for communication.
4. Able to lift and transport up to 50 pounds.
5. Physically able to climb stairs and perform small maintenance tasks as needed.