



Weekend Manager Position

Job Description: The Weekend Manager is responsible for guest relations and operations of the Ronald McDonald House from Friday evening until Sunday evening. They will be in charge of implementing and enforcing all House rules and policies. This position requires flexibility, compassion, and strength of character.

Qualifications:

- The ideal candidate has some experience with hospitality and customer services.
- Candidates are expected to have excellent skills in organization, planning, time management, decision making, and problem solving.
- Must be dependable, trustworthy, and conduct him/herself at all times in a manner that reflects positively on this organization. He/she must be an effective team leader as well as a team member.
- Be dependable and able to work with minimal supervision.
- Be able to operate standard office equipment (fax, photocopier, etc.)
- Consent to a background check.
- Bilingual capability (English/Spanish) is advantageous, but not required.

Essential Functions:

- Upholding RMH values and vision by providing guest relations/hospitality and an atmosphere of warmth to families of pediatric patients and ensuring a compassionate culture.
- Representing RMH to the community as needed through interaction with volunteers, donors, and hospital staff. Maintaining a consistent line of communication to ensure continuity of services. Ability to clearly relay our daily needs, rules, eligibility requirements, and general information about the organization.
- Addressing guest issues as they arise and being able to discuss and resolve them with families or calmly asking and handling families to leave who cannot abide by the Code of Conduct.

- Accurate documentation of daily waitlists, guest lists, occupancy reports, and communication logs. Oversees referrals, room assignments, check in and check out procedures.
- Willingness to take on additional responsibilities as assigned.
- Providing support on a rotating schedule and may include coverage of other shifts if employees call out sick.
- Manages operations of the front desk, including check-ins, check-outs, waitlist requests, and processes required miscellaneous forms
- Communicating unsafe circumstances in a timely manner to ensure guest safety.
- RMH is open 365 days a year, which includes rotating to cover shifts on holidays.

Physical Demands:

- Sits at desk 30 – 40% of day (all main areas of our office and House adhere to ADA accessibility). Significant physical activity at other times.
- Near visual acuity essential for reading.
- Hearing and speaking essential for communication.
- Physically able to perform small maintenance tasks, as needed

Hours and Compensation

This is a part-time position. Shift coverage needed is 9 a.m. Friday - 6 p.m. Sunday, alternating weekends. Salary will be disclosed during interviews.

Disclaimer:

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

To apply for this posting, please send a resume and cover letter to:

Chrissy Cooper
 Ronald McDonald House Charities Detroit
 4707 St. Antoine St. Suite 200
 Detroit, MI 48201
 ccooper@rmhc-detroit.org