



**Job Title:** Relief Manager

**Reports To:** Director of House Operations

**Job Status:**

Full-time  Part-time

Hours: As needed/ week

Exempt  Non-Exempt

Not to exceed 40 hours per week

### Job Summary:

The Relief Manager helps to create a positive and welcoming environment for families and volunteers. During each shift the Relief Manager ensures the house runs smoothly, family needs are met and creates a safe and clean facility for families and volunteers.

Hours: Monday through Sunday as needed

- Willingness to work during holidays and major house events
- Must work a minimum of one shift per quarter

### Essential Functions:

#### House Operations

- Manager on Duty with sole responsibility of House during shift.
- At the beginning of every shift check with prior Manager on Duty, Happenings in the House, Hub board, email and mailbox for any additional projects or House needs.
- Coordinate and review for accuracy any family check-ins or check-outs.
- Responsible for providing direct service and support to guests, guest families and volunteers.
- Handle House operational and family emergencies as they occur while on duty.
- Ensure compliance by families with House rules, policies, and procedures.
- Problem solve and trouble shoot situations as they arise during shift.
- Complete the appropriate Manager Task List during each shift.
- Advise the Director of House Operations and Facility Manager of any house repairs or maintenance issues
- Provide the Director of House Operations with guest information, concerns, and recommendations.
- Maintain the Hub Room Board and ensure that it is kept current.
- Maintain and update communication in Family Registry system during each shift. This includes check-ins/outs, family notes, repair request, room cleaning request, room turnovers etc.
- Provide any necessary information to the Staff Member arriving for the next shift.

#### Volunteer Services

- Act as a community ambassador for groups involved with the House. This includes House Operations Volunteers on duty, meal groups, tour groups, and donors dropping off items or any other visitors to the House.
- Provide tours to groups as needed and directed by other staff or assign Volunteers to the task.
- Ensure that Daily Housekeeping Checklists are being completed and rooms are turned as needed by Volunteers.
- Collaborate with the Volunteer staff on any planned updates.

**Administrative & Other Tasks**

- Update the Master Guest List to reflect check-ins & check-outs daily.
- Coordinate ticket disbursements to events.
- Recruit families to tell their stories.
- Perform other related and assigned duties as necessary.
- Seek opportunities for professional growth and development.

**Professional Qualifications:**

- Bachelor’s Degree or equivalent combination of education and experience required
- Minimum of 4 years of experience in related field

**Knowledge, Skills, and Ability:**

- Leadership and Interpersonal Skills
- Excellent communications skills - both written and verbal
- Knowledge of Microsoft Office products – Word, Excel, PowerPoint, and Outlook
- Ability to learn and become proficient with other House software (Family Registry, Volgistics)
- Ability to work independently without supervision
- Ability to multitask, solve problems, and use sound judgment
- Ability to adapt to changing situations calmly and effectively
- Ability to work with a diverse population
- Ability to move easily around a 35,000 square foot facility and move up to 30 pounds

**Leadership/Management Responsibility:**

No direct reports

Employee:

Date:

Director:

Date:

**NOTE:** 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, the Board of Directors reserves the right to revise the position as needed.

v. November 2022