

Ronald McDonald House Charities New England (RMHCNE) – Boston Harbor House

Evening & Weekend Relief Manager Job Posting



Position Summary:

Ronald McDonald House of Boston Harbor is seeking a part-time, non-exempt Weekend & Evening Relief Manager position, reporting to the Director of Operations. Relief Managers are responsible for the smooth operations of the Ronald McDonald House Boston Harbor during their scheduled shifts. Shifts are four to eight hour blocks, 9:00 a.m. - 5:00 p.m. Saturday and/or Sunday. Future shifts will include 5:00 p.m. - 9:00 p.m. on weeknights. All members of the Relief Manager team share rotation of on-call overnight and holidays shifts. Scheduling flexibility and a compassionate, positive attitude is a must. Due to COVID, currently, any contact with families is remote.

Position Responsibilities:

- Assume primary responsibility for providing for family/guest needs. Ensure that the office and community space is clean and welcoming; complete housekeeping duties such as laundry and cleaning, as needed, in our guest apartments to ensure a clean and welcoming space (ensuring COVID cleaning protocols).
- Maintain a high standard of hospitality, making families as comfortable as possible throughout their stay at RMHC by promoting an atmosphere of warmth and support in the House, providing a listening ear for families' concerns and suggestions, and interacting in a compassionate and respectful manner.
- Maintain communication with the House staff while on shift.
- Assessing situations and following the proper protocol for emergencies. Managing crisis/emergency situations which may arise during the shift, including but not limited to: family members getting locked out, phone calls, maintenance problems, and security or fire emergencies.
- Remaining on the premises at all times.
- Assume responsibility for administrative tasks assigned by the House Operations team.
- Operate according to established policies and procedures.
- Participate in on-call rotation.
- Manage and address maintenance requests from families and report maintenance issues in the logging system.
- Oversee the volunteer activities on your shift.
- Other duties as assigned that are related to House operations and other Chapter cross-functional support.

Qualifications:

- Strong communication and interpersonal skills.
- Experience and appreciation for working with diverse perspectives; cultural competency is required.
- A "can-do" attitude to get the task or job done; warm, approachable, empathetic, positive and compassionate character.
- Ability to adapt and remain composed during stressful/crisis situations.
- Knowledge of Google Drive, Microsoft Word and Excel; Ability to easily learn a new database system.
- A background in housing programs is strongly preferred but not required.
- This is an interactive, family/guest-facing position that requires strong people-skills.

All employees of RMHCNE are required to be fully vaccinated for COVID19, including all boosters recommended by the CDC on day 1 of employment. Being full vaccinated is defined as two weeks/14 days post the second shot of the Pfizer or Moderna vaccine or after the single dose of the Johnson and Johnson vaccine.

Compensation:

This position is a part-time, non-exempt position and does not include benefits. The pay rate is \$15.00 hourly.

How to Apply: Interested parties, please send a resume and one page cover letter PDF (one document) to rmhcnejobs@rmhcne.org. Please note "Boston Relief Manager" in the subject line. The position will remain open until filled. RMHCNE is an equal opportunity employer.