

KEVIN GUEST HOUSE JOB DESCRIPTION

Position: Resident Manager

Date: November 5, 2003

Rev. 1 - January 1, 2006

Rev. 2 - January 1, 2007

Rev. 3 - November 19, 2007

Standard hours worked: 8pm Sunday to 7am Monday; 5pm Monday (Tuesday, Wednesday, Thursday and Friday) to 7am (Wednesday, Friday) and 8am (Tuesday, Thursday and Saturday). Off duty when trained volunteers are working during normally scheduled shifts, and over weekends when trained weekend volunteer managers are scheduled.

Stipend position: Includes on site living accommodations

Supervisor: Executive Director, Kevin Guest House

FUNCTION:

On-site manager of Kevin Guest House after normal office hours and until office reopens in the morning

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Set up registration records
2. Check-in and check-out of guests
3. Coordinate reservations and room assignments; call people as necessary to confirm/clarify reservation status
4. Keep track of keys and steering wheel locks for vehicles
5. Answer telephone; place long distance calls for guests
6. Be familiar with all procedures relating to guests and perform those duties as needed
7. Greet guests and visitors, and give tours of the House as needed
8. Maintain records of guest residency dates and lodging donations and additional guests' gifts
9. Arrange transportation to hospitals for guests as appropriate (hospital security vans, taxis, etc.)
10. Advise Housekeeper/Maintenance of daily bed changes and room vacancies each morning
11. Light weekend and evening bed changes and housekeeping tasks when needed
12. Advise executive director of needed repair work and any housekeeping issues
13. Work with evening and weekend volunteers when needed
14. Assist in preparation of Occupancy Report
15. Computer posting of non event income and prepare "boiler plate" thank you letters for executive director's signature
16. Prepare bank deposits and accompanying paper work

17. Input guest data in computer data base
18. Secure Main House each evening and open Main House each morning. (Arm alarm normally at 10:30pm and disarm normally at 7am):
 - Lock key box
 - Count cash and checks and record total on Cash Receipt Report
 - Put cash and checks in safe
19. Call 911 for medical emergencies
20. Contact appropriate people if there is a maintenance/repair emergency in the evening and advising the executive director of action taken
21. Responsible for writing and preparing weekly guests' "Zine"
22. Responsible for effective and compassionate communications with all contacts
23. Dependable, punctual and able to work extra hours when necessary
24. Assist with other duties that may be assigned by the executive director

CONTACTS:

Guests, visitors, volunteers, staff, vendors, hospital staff and Board Members

EDUCATION AND TRAINING:

High School Diploma or equivalent with relevant experience; college degree preferred

MENTAL DEMANDS:

Should have a strong sense of responsibility and commitment to the Hospitality House concept
Excellent organizational and interpersonal skills
Self-motivated
Problem solving skills

PHYSICAL REQUIREMENTS:

Ability to lift maximum of 20 lbs.

EQUIPMENT USED: (in accordance with the job):

Telephone, computer, FAX machine, copy machine, calculator, knowledge of Microsoft Word, Excel, and FileMaker Pro

WORKING ENVIRONMENT:

Work in well lighted, well ventilated areas
Work environment may be anywhere in the facility (including outdoors)

BENEFITS

Partially furnished apartment on 3rd floor of Main House provided including utilities.
In accordance with Kevin Guest House Personnel Policies