



Ronald McDonald House Charities of Madison
2716 Marshall Court, Madison, WI 53705
Phone: (608) 232-4660 / Fax: (608) 232-4670

JOB DESCRIPTION

- Organization:** Ronald McDonald House Charities of Madison (RMHC-Madison)
- Position Title:** House Supervisor
- Reports To:** Senior Director of Family Experience
- Classification:** Hourly, Occasional (less than 20 hours per week)
- Pay:** \$16.00 per hour
- Shift Expectations:**
- Minimum number of expected shifts per month is two, and four or five shifts is average.
 - One shift is defined as:
 - Night Shift: 5:00pm – 10pm Sunday, Monday, Tuesday, Wednesday, Thursday and Friday
 - Weekend Shift: 8:00am – 10:00pm (or a split of 8:00am – 3:00pm and 3:00pm – 10:00pm) Saturday and Saturday
 - Holiday coverage is required but is allocated equitably across all Supervisors.
 - Daily shift coverage in absence of day staff as scheduled.

Job Purpose

Since 1993, Ronald McDonald House Charities of Madison (RMHC-Madison) has been dedicated to keeping families close when it matters most—while their child receives medical care at area hospitals. Through our core programs—the Ronald McDonald House and the Ronald McDonald Family Room at SSM Health St. Mary's Hospital-Madison—we provide thousands of families each year with access to quality healthcare and the support they need to remain actively involved in their child's care.

RMHC-Madison offers a true home-away-from-home with cozy rooms, nourishing meals, and compassionate assistance for families who may have traveled hours—or even flown across the country—for their child's treatment. Guided by our core values, every member of our team is committed to delivering compassionate care and unwavering support to the families we serve, our partners, and one another.

The House Night & Weekend Supervisor advances our mission by ensuring an inviting, friendly, and comfortable atmosphere for families, staff, volunteers and visitors.

Job Responsibilities

- Receive and register all guests in accordance with Admissions Policy
- Uphold and enforce all House Rules and Policies.
- Maintain list of anticipated arrivals. Schedule occupancy and make room arrangements.
- Supervise volunteers and provide them with a rewarding volunteer experience.
- Communicate clearly with staff, volunteers, and families.
- Close office at 9:00pm, open office at 9:00am on Sat-Sun
- Maintain all records and files pertaining to guests, occupancy, room donations, inventory, maintenance and supplies accurately.
- Provide an atmosphere of support, compassion and confidentiality to guests while still maintaining appropriate professional boundaries.
- Monitor condition of building, operation of building, mechanical and security systems, and operation of RMHC van. Communicate any needed repairs to the Maintenance Specialist.
- Efficiently update and enter House Guest information into the Guest Database.
- Direct House evacuation or shelter in place plans in event of a fire or weather emergency.

- Arrange for emergency maintenance repairs as needed while on duty per supervising staff's instructions.
- Communicate directly with day and overnight staff regarding status of the House, guests, and any other relevant information.
- Attend staff information sessions.
- Conduct tours of the House as needed.
- Complete any additional tasks assigned by the Senior Director of Family Experience relating to the efficient operation of the House.

This job description outlines the general nature and level of work expected in this role. It is not a comprehensive list of all responsibilities, duties, or skills that may be required.

Ideal Characteristics

- A friendly, positive, and professional demeanor, combined with strong attention to detail.
- A proactive willingness to assist in areas beyond the core responsibilities of the role.
- Authentic commitment to RMHC's Core Competencies: Mission-Driven, Collaboration, Integrity, Inclusion, and Adaptability.

Knowledge, Experience, Skills, and Abilities Requirements

- Natural ability to demonstrate a caring attitude towards guests, volunteers, donors and other people who interact with the organization.
- Ability to effectively communicate RMHC's mission and impact to the broader community.
- Outstanding verbal and written communication skills.
- Excellent interpersonal skills with a professional demeanor.
- Demonstrates strong judgement skills and attention to detail while meeting deadlines.
- Proficient in Microsoft Office products.
- Ability to travel locally or regionally occasionally. Valid driver's license required.
- Knowledge and skills working with a diverse clientele from different cultures, languages, and religious beliefs.

Preferred

- Proficiency in a second language

We encourage all interested candidates to apply—even if you don't meet every listed requirement. While the following qualifications are helpful, we value diverse backgrounds and experiences that strengthen our team and our work.

Physical Demands and Work Environment:

- These physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential job responsibilities.
- Part-time with primary hours falling during stated business hours.
- Work is primarily performed in an office environment with minimal exposure to injury.
- Must be able to lift and move up to 30 pounds.
- Ongoing daily use of computers and telephone.
- Walk, sit, stand, bend, climb, and use hands to, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; talk, hear, read, count, and write.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.
- Must be able to work with frequent interruption.
- Low to moderate noise level.

How to Apply

There's no such thing as a perfect candidate. You don't need 100% of the listed skills and experience to add incredible value to our team. Persons of color and LGBTQIA+ individuals are encouraged to apply, as the strength of our team stems from our diversity.

If interested in this opportunity, please submit a cover letter, resume, and three references by Thursday, March 19 by email to: jobs@theemployergroup.com.