

Hospitality House of Tulsa

Title: Weekend House Manager
Reports To: President & CEO

Overview:

The Weekend Facility Manager is primarily responsible for managing the weekend activities at The Hospitality House of Tulsa (HHT). The Weekend Facility Manager communicates and works with other members and volunteers of the Hospitality House team providing services to guests and oversight to volunteers.

Guest Relations:

- Promote a homelike environment of support and understanding guests of HHT.
- Become familiar with all House rules, policies and services as they relate to the families residing at HHT.
- Act in proactive manner to identify special family situations and take appropriate actions to promote resolution of conflicts
- Admit and Check out families following procedures
- Explain and clarify policies and procedures to families
- Maintain flexibility and acknowledge stress of communal living
- Meet reasonable needs of HHT guests
- Respect confidentiality regarding guest/patient personal information.

Housekeeping

- Weekend cleaning of house based on established routine schedule of areas.
- Cleaning/sanitizing of guest rooms after guest check out.
- Weekend laundry of house linens
- Maintain Cleaning Supply closets for guests and staff.
- Follow safe use of chemical and cleaning supplies.
- Assist in Welcome Center with guest needs and answering telephone.
- Uphold House rules and policies.
- Respect confidentiality regarding guest/patient personal information.
- Other duties as assigned by President.

Administration:

- Answering telephones
- Work collaboratively with volunteers
- Data Entry/Reports
- Communicate with President and CEO regarding facility issues and repairs
- Complete special projects as assigned by the President and CEO
- Supervise weekend volunteer activities
- Attend staff trainings
- Ensure the upkeep and cleanliness of HHT while on duty
- Facilitate evacuation and emergency procedures

Qualifications:

Education:

High school diploma required. Preference will be given to a candidate with a college degree or trade school certification.

Skills/Traits:

Must have strong communication skills including computer proficiency. Should be friendly and tactful. Must possess good customer service skills. Must be flexible and, when necessary, demonstrate good decision-making ability in order to protect the safety and security of HHT residents. Must be detail oriented. Must be self-motivated with an excellent work ethic.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Must be able to regularly walk, bend, stoop, climb stairs, and lift up to 35 pounds.

Must be able to use both hands to grasp and carry tools, supplies, and packages.

Hours and Rate: This is an hourly position with no benefits. Hours of work are 8:00 a.m. – 5:00 p.m. on Saturday, and occasional 1:00 p.m. – 5:00 p.m. on Sunday. Rate of Pay is \$10/hour.