

Title: House Manager Position

Organization: Kevin Guest House (KGH) is the nation's first independent healthcare hospitality house situated in the heart of the Buffalo Niagara Medical Campus. KGH is a not-for-profit organization that provides a comfortable and supportive home-away-from-home for patient families traveling to Western New York for medical care. For more information, please visit www.kevinguesthouse.org.



Status: Full time, M-F, occasional weekend/evening duties (daily hours 9:00 to 5:30; on-call for house mngt needs) Submit cover letter, salary requirements and resume by email to lweaver@kevinguesthouse.org or by mail.

Primary Function: The House Manager reports to the Executive Director and coordinates the on-site house operations for Kevin Guest House including accounts payable, gift & data processing, guest services, volunteer relations, office procedures and management. Secondary support for the Development team with the coordination of other business development, special event and marketing initiatives.

Duties:

- **Office Operations:** assist Executive Director with day-to-day operations including clerical and administrative support, payroll & book-keeping functions, meeting planning, and management of organizational procedures. In absence of Executive Director, oversee general operations of House as necessary.
- **Staff Supervision:** supervision of administrative staff & volunteers, resident manager, weekend relief coordinators & office volunteers/interns including tasks, scheduling, training and communication.
- **Guest Services:** primary point person for guest relations, correspondence and care including billing and policy enforcement, management of healthcare partner referral relationships, assist with light housekeeping/maintenance and development support for guest & house related in-kind requests.
- **Database Management:** primary on record maintenance, reporting, statistics, gift processing, in-kind recording, database maintenance and audit.
- **Volunteer Coordination:** primary on overall planning, recruitment, training and retention of all organization volunteers including house operations and special events. Supervise operations volunteers and maintain schedule.
- **Special Event & Development Assistance:** support coordination of the annual fundraising events with direction from Event & Marketing Associate and Development Manager with a focus on financial reporting and volunteer engagement.
- **Other Business Development & Marketing Support:** support Executive Director and other development staff with the preparation of materials and reports on other special projects including capital campaign, annual fund and grant development, and assist with the coordination of strategic communication plans for organization.

Qualifications:

- Bachelor's degree preferred and 3 to 5 years' relevant experience in human services or office management.
- Experience in a fundraising or volunteer office, healthcare or relevant, accounting/QuickBooks a plus.
- Dependable and compassionate perspective. Social work or relevant experience a plus.
- Familiarity with emergency procedures and systems as well as project management a plus.
- Ability to function effectively in a team environment and multi-task many projects.
- Effective organizational/prioritization, interpersonal, verbal and written skills and public speaking.
- Strongly self-directed and good problem solving skills.
- Computer literate including working knowledge of Microsoft Office tools (including Word, Excel, and PowerPoint) and data base operations. Filemaker Pro or non-profit database experiences a plus.
- COVID-19 considerations: Kevin Guest House has mandated employee COVID-19 vaccination and up to date booster shots regardless of position, wearing PPE at all times & conduct daily screenings before entering campus. Additional operation protocols will be reviewed during hiring process.

Kevin Guest House

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