

Ronald McDonald House Charities of CNY, Inc.

Now Hiring: House Manager

Location: Syracuse, NY (In-Person)

Status: Full-Time | Exempt

Reports to: Director of Operations

Salary Range: Commensurate with experience

Make a Difference Every Day

At **Ronald McDonald House Charities of Central New York**, we believe that healing happens together. Our mission is to support the health and well-being of children and families by providing compassionate, family-centered care while their children receive treatment at Syracuse-area hospitals and clinics.

We're seeking a **House Manager** to lead the day-to-day operations of our House—creating a safe, supportive, and welcoming environment for families in medical crisis. If you're a service-minded leader with experience in hospitality, nonprofits, or human services—and you thrive in a dynamic, mission-driven setting—this is your opportunity to have lasting impact.

What You'll Do:

- Oversee daily operations of guest services and the facility, ensuring safety, cleanliness, and warmth.
 - Lead and support a part-time team and volunteers, creating a compassionate and consistent guest experience.
 - Manage guest admissions, check-ins, and check-outs.
 - Coordinate vendor services, health and safety protocols, and facility maintenance.
 - Organize and implement guest-centered programs, family activities, and community partnerships.
 - Supervise scheduling and training for staff and volunteers to ensure 24/7 coverage.
 - Collaborate across departments to share guest stories, manage donations, and enhance services.
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What You Bring:

- Bachelor's degree preferred.
- 3–5+ years of leadership experience in hospitality, nonprofit, or human services.
- Excellent interpersonal, communication, and organizational skills.

- Experience managing teams, vendors, and volunteers.
 - Strong knowledge of residential health and safety practices.
 - Comfort using Microsoft Office, database systems, and managing budgets.
 - Flexibility to work evenings and weekends as needed.
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Why Join Us?

You'll be part of a passionate team driven by compassion, equity, and impact—providing a home away from home when families need it most. We offer a supportive work culture, the opportunity to grow professionally, and the chance to truly make a difference in the lives of others.

Ready to Apply?

Email your resume and a cover letter outlining your experience and passion for our mission to: Careers@rmhcny.org
