

Position Description

Evening Operations Assistant

Transplant House of Cleveland

Revised 1/19/2021

Classification:

- Part time hourly position (20 hours per week)
- **Monday through Friday, 3:30-7:30pm**
- Some weekend work will be necessary

Reports to: Operations Manager and Assistant Operations Manager

Wages: \$13.00 per hour

Benefits: Simple IRA, seven paid holidays and (10) PTO part-time days

Mission of Transplant House of Cleveland: to provide temporary, affordable housing and a welcoming, supportive community to organ transplant patients and their families

Location: University Circle, 3 buildings near the corner of Mayfield Rd. and Circle Dr. (office at 2029 E. 115th Street, Cleveland)

NOTE: This position requires a high-level of physical fitness to climb as many as 24 stairs (no elevator), multiple times per day, in indoor stairwells that are not air-conditioned, and outdoor stairwells that are subject to weather, as well as walking the entire campus multiple times per day. Walking and climbing also include carrying loads up to 25 lbs. unaided (e.g., laundry, packages).

Overview of Position:

The Evening Operations Assistant is an integral part of supporting the day-to-day operations of the current 25-unit apartment campus that constitutes Transplant House of Cleveland. This position focuses on serving guests directly and indirectly and performing nightly closing procedures. The highest priority of this, and all positions, is the welcome, comfort, and safety of guests and efficient and safe operation of the facility. This position also works in collaboration with staff who design and oversee support programming and volunteers.

Essential Duties

- Live our core values: Compassion, Acceptance, Gratitude, and Self-Efficacy
- Provide an optimistic, cheerful, welcoming, concierge-like, demeanor

Help Ensure a Clean, Safe Environment

- Partner with other staff to:
 - Uphold House Guidelines (e.g., wear mask, social distancing, no smoking)
 - Implement emergency procedures, if needed
 - Monitor parking lot to ensure House guest parking only

- Disinfect common areas routinely
- Manage garbage and recycling
- Shovel snow and put down salt, if needed

Provide & Maintain a Welcoming Home-away-from-Home

- Partner with housekeeper and others to ensure:
 - constant supply of clean linens for entire campus
 - every apartment is clean and prepped for incoming guests occasionally cleaning and preparing guest apartments
- Inform manager regarding supply needs and maintenance issues
- Collaborate with other staff and volunteers to host community meals, setting up, serving, distributing, and cleaning up
- Distribute:
 - guest mail and packages, forward mail to former guests
 - snacks to common areas
 - newsletters/updates to apartments
- Coordinate the signing and mailing of cards (e.g., sympathy, thank you)
- Ensure that the common areas, community space, guest check-in area, and grounds are clean and always organized

Support of Guests

- Serve as a resource and a willing listener
- Ensure confidentiality of guest information
- Take requests for accommodations
 - Answer questions about accommodations and amenities
 - Gather critical information about potential guest stay (e.g., arrival date, hospital, transplant type, length of stay, accessibility issues)
 - Provide campus and apartment tours
 - Communicate with listed partners to provide alternative housing, if needed.
 - Make room confirmations with future guests
- Intake guests upon arrival
 - Provide concierge-like attention and services
 - Greet guests upon arrival, supervise their completion of paperwork, explain House rules, give House tour, provide orientation to culture, facility, and neighborhood, take payment
- During Stay
 - Maintain records of guest arrivals and departures, rental income, family personal information, any incidents
 - Take guest payments and provide accurate documentation and record keeping
 - by being present on site and offering information as necessary and appropriate (guests typically need information about shopping, restaurants, transportation; guests often share aspects of their medical journey and just need to be heard)
 - Inform social worker, as needed and appropriate, to ensure that guests' well-being is being preserved to the extent possible
- Upon Departure

- Settle account/fees with guest
- Gather keys, parking permit, and other stay-related information
- Provide departure gift and snacks

Office Operations

- Conduct nightly reconciliation tasks:
 - File guest paperwork
 - Prep/plan next day's guest arrivals
 - Update room availability tracking
 - Assemble check-in packets
- Conduct closing procedures (e.g., secure premises, take out garbage, clean kitchen, restock coffee supplies)
- Communicate guest-related information and updates for day shift, social worker, and executive director, as needed.

Non-Essential Duties

- Other duties as assigned

Required Qualifications

- Belief in the importance and value of organ, stem cell, and bone marrow transplants
- High school diploma
- Proficiency with:
 - using computers
 - emailing (e.g., Gmail, Outlook)
 - texting
 - Microsoft Office (e.g., Word, Excel)
- Level of fitness to successfully fulfill physical demands of the position: **This position requires a high-level of physical fitness to climb as many as 24 stairs (no elevator), multiple times per day, in indoor stairwells that are not air-conditioned, and outdoor stairwells that are subject to weather, as well as walking the entire campus multiple times per day. Walking and climbing also include carrying loads up to 25 lbs. unaided (e.g., laundry, packages, furniture).**

Required Skills & Abilities

A demonstrated ability to:

- Effectively communicate (reading, writing, speaking, listening): Read and take in information from emails. Write and speak with clear and direct delivery of thoughts and messaging. Engage in active listening.
- Have empathy: Show sensitivity, honor confidentiality, demonstrate respect for all others, treat all with equanimity, and remain calm under stress. Have tolerance for and patience with individuals who are under stress.
- Provide understanding: Maintain positive and professional work relationships with co-workers, volunteers, and guests of diverse backgrounds and personalities.
- Work on a team: Take on tasks or responsibilities, as they arise. Be part of an

“all hands on deck” organization.

- Think critically: Analyze situation, ask questions of self and others, gather information to help make informed decisions.
- Pay attention to detail: Ensure high quality work by being thorough and accurate in gathering information, observing, tracking tasks, actively listening.
- Problem solve: Determine the problem, gather relevant information, find or recommend solutions, and ask for help when needed. Where possible, anticipate problems in advance and offer possible solutions.
- Manage self: Work independently, with minimal guidance, and as part of a team. Monitor and report on task and project status.
- Manage one’s time: Deliver tasks and projects diligently and on time. Communicate regarding barriers impeding completion.
- Manage conflict: Handle conflicts in a respectful, optimistic by communicating clearly, empathetically, and patiently.
- Maintain boundaries: Recognize role distinction between staff and guests. Hold a concierge-like boundary with guests and visitors – providing support and upholding guidelines.
- Engage in self-care: Hold a high tolerance for working in an environment that requires being with families who may have devastating outcomes. Asking for support and taking care of oneself, when needs arise.

Preferred Qualifications

- Bachelor’s degree or progress towards
- Experience with data entry
- Experience in a direct service-oriented field (i.e., working with the public)

Interested applicants, send cover letter and resume to:

amy@transplanthouseofcleveland.org

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