Ulman House Experience Manager

<table>
<thead>
<tr>
<th>Reports To:</th>
<th>House &amp; Community Relations Manager</th>
<th>Manages:</th>
<th>N/A</th>
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</thead>
<tbody>
<tr>
<td>Remote / In-Person:</td>
<td>● In-person 5 days a week, opportunity to work remotely occasionally as needed ● 2-3 evenings per week ● Monthly weekend on-call</td>
<td>Location:</td>
<td>2118 E. Madison St, Baltimore, MD 21205</td>
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<td>Exempt / Non-Exempt / Contract / Temporary:</td>
<td>Exempt</td>
<td>Full Time / Part Time:</td>
<td>Full Time</td>
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<td>Compensation:</td>
<td>$55,000 per year</td>
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<td>Benefits:</td>
<td>● PTO - 15 days/yr prorated ● 13 paid holidays ● Employer funded health insurance ● Retirement plan + 3% match ● Employer funded STD, LTD, AD&amp;D and life insurance ● Employer funded employee assistance program ● Monthly reimbursements for cell phone ($50) and wellness ($20)</td>
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About Us: Ulman Foundation is a non-profit organization that changes lives by creating a community of support for young adults, and their loved ones, impacted by cancer. We offer support to adolescent and young adult patients, survivors and their loved ones through our patient navigation programs, our traditional and non-traditional support groups, and through Ulman House ("the House"), our no-cost home away from home for those traveling to Baltimore for treatment.

At Ulman, we believe the community of support that we create for our patients begins with creating a community of support amongst our team. We strive to maintain an environment where we can all bring our best, most authentic, and whole selves to work, where we feel seen, heard, respected and valued, and where we have the tools, resources and support we need to be successful in our work and in our lives.

Cancer affects us all. The Ulman Foundation supports and recognizes each individual as a whole. No matter where you’re from, what you believe, who you love, or how you identify, you are welcomed, respected and supported within the Ulman Community.

About the Ulman House Experience Manager role: At Ulman House, we provide a welcoming, no-cost, home-away-from-home for AYA patients and their caregivers navigating cancer treatment at local hospitals. As the Ulman House Experience Manager, you play a pivotal role in shaping and enhancing the overall guest experience by building lasting relationships with guests and visitors, overseeing smooth daily operations, and creating mission-driven experiences that foster a supportive environment for our community. The primary goal of this role is to ensure that guests, volunteers and visitors of Ulman House feel welcomed and connected to the larger Ulman community and its opportunities.
Specific responsibilities of this role include:

- **House Experience**
  - Collaborate with the House & Community Relations Manager to manage long and short-term scheduling for the house, coordinating experiences, events and stays.
  - Collaborate with members of the House team to ensure the appearance, upkeep and organization of physical spaces, including private and shared spaces, meet Ulman experience standards and expectations.
  - Conduct daily house operations procedures in a timely and effective manner.
  - Lead and maintain professional communication with guests, visitors and Ulman staff to ensure information regarding house stays, activities and policies is effectively received.
  - Partner with House and Operations staff to ensure facilities maintenance and management needs are scheduled and executed.
  - Develop and grow professional relationships with external partners including house vendors, and other nonprofit/community organizations.

- **Guest Experience**
  - Lead and oversee the guest intake, arrival and departure processes.
  - Serve as the primary point of contact and experience liaison for guests and visitors leading up to, during and after their stays.
  - Partner with the House & Community Relations Manager and Patient Navigators to connect guests and visitors to resources related to their treatment and care programs.
  - Collect, store, and maintain guest and visitor data, including, but not limited to, confidential intake, referral, and patient forms, as well as other surveys and program registrations.
  - Plan, organize and host Ulman House guest experiences, to include celebrations, meet-ups and special activities.
  - Develop and grow professional relationships with referring organizations to ensure the effective and seamless transitions of patients to Ulman House.
  - Nurture relationships with house guests and visitors to encourage continued participation in Ulman's programs and community.

- **Volunteer Experience**
  - Continually assess the house's functional needs to identify volunteer opportunities that support its mission and purpose.
  - Strategically plan, schedule and coordinate execution of volunteer projects at the house, and supervise all volunteers while on site.
  - Partner with Ulman's development team to identify opportunities to grow corporate engagement at Ulman House through volunteer experiences.
  - Develop and grow relationships with individual and corporate volunteers to encourage ongoing participation and reengagement with Ulman.
  - Maintain and enhance Ulman's volunteer data processes and platform to ensure effective and timely capture of information.

**About you:** If you're a compassionate, detail-oriented and driven individual with an ability to foster connection and engagement with individuals from diverse backgrounds, the Ulman House Experience Manager role might be a perfect fit for you. We're seeking someone with a proven track record of success managing multiple programs or priorities, maintaining and growing relationships, and implementing experiences that create lasting connections. A college degree or equivalent experience, along with a genuine passion for Ulman Foundation's mission, are prerequisites for consideration.

**To Apply:** If you would like to apply for this role, please submit a cover letter and resume to careers@ulmanfoundation.org with "Ulman House Experience Manager" as the subject line.