



**Ronald McDonald  
House Charities®**  
Oregon & SW Washington

## **We are seeking a dynamic Guest Services Coordinator to join our Guest Services Team serving our Portland East House Ronald McDonald House.**

Ronald McDonald House Charities® of Oregon and Southwest Washington ("RMHC Oregon") is seeking an inspiring, compassionate and hospitality focused Guest Services Coordinator for the following shift:

- **Full Time Guest Services Coordinator, 30 Hours per week**
  - **\$20.29/hour with a 6% added differential for Spanish-speaking staff**
  - **Schedule: Friday, Saturday, Sunday 1:30pm-12:00am**
  - Benefits include generous paid time off, paid volunteer hours, employer paid medical and dental benefits, an employee assistance program, access to SIMPLE Individual Retirement Account with a 3% employer match, and a free annual TriMet Hop pass.
  - Must maintain current CPR/AED & food handler's certification. (Paid for by RMHC)

### **About You:**

- You are a people person that is welcoming and compassionate with a knack for putting others at ease. You are happy to lend a listening ear while ensuring that our home like environment is safe, calm and comfortable for all.
- You would like to work with a team of like-minded people to make a real difference in the lives of our guests who are experiencing trauma.
- You are efficient and you love the satisfaction that comes when things run smoothly. At the same time, you can think on your feet, adapt, and find new ways to make our guests' experience better.
- You are committed to supporting a diverse work environment, helping foster a workplace in which individual differences are recognized, appreciated, and respected.

### **About Us:**

- RMHC Oregon provides a "home away from home" for families with seriously ill children and supports initiatives to improve pediatric health. For more information on our mission, history, and programs, please visit [www.RMHCOregon.org](http://www.RMHCOregon.org)
- RMHC Oregon is committed to creating a diverse environment and is proud to be an equal opportunity employer. We are dedicated to being a place where a diverse mix of talented people want to do their best work.
- We have been voted as Oregon Business Magazine's 100 Best Nonprofits to Work For in Oregon 13 years in a row

### **Primary Duties and Responsibilities Include:**

- Front desk management- including answering phones, supporting volunteers, greeting families as they arrive in the house, engaging with donors and community stakeholders.
- Manage guest registration process: check in/check out, house tours, and access to their rooms.
- Maintain positive and supportive communication to all constituents including hospital partners, donors, and vendors.
- Serve as a resource for families for navigating transportation, neighborhood services, and family activities in the community.
- Ensure a warm and welcome greeting to all families.

**Other Responsibilities:**

- Maintain the general cleanliness and orderliness of the Houses.
- May be on call during critical periods.
- Maintain security protocols for guests.
- Provide daily summary of activities to ensure consistent communication and follow up between shifts.

**Experience Required:**

Requires at least two years of work experience in a customer service or similar position that involves interaction with the public. Experience in the hospitality industry preferred.

**Skills Required:**

- Enthusiastic with excellent customer service skills
- Enjoy working with people and possess a friendly and outgoing personality
- Excellent listening skills
- Exceptional verbal, written, and interpersonal communication skills
- Basic computer proficiency, including email, Word and Excel, and database management
- Strong attention to detail
- Ability to work well under pressure, meeting multiple and sometimes conflicting priorities
- Good analytical and problem-solving skills

**Educational Requirements:**

High School diploma required

**Work Environment:**

Most work is conducted in an office environment. Attendance at events may be indoors or outdoors, possibly in hot or wet weather. In conjunction with certain events, employee may be required to lift packages (up to approximately 30 pounds) and stand for long periods of time.

**COVID-19 Vaccination Policy:**

For the safety of our guests, staff, and volunteers, RMHC is requiring all staff and volunteers to be vaccinated against the COVID-19 virus. Candidates must have at least one dose by their start date or a valid exemption.

**To apply, send a cover letter and resume to: [hr@rmhcoregon.org](mailto:hr@rmhcoregon.org)**

*The Ronald McDonald House Charities of Oregon and SW Washington is an Equal Opportunity Employer. We encourage all qualified individuals to apply for positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.*