

# Join Our Expanding Team and Help Us Serve More Families!



In 2019, we opened the doors to our brand new Ronald McDonald House at the OHSU Gary and Christine Rood Family Pavilion! We will welcome OHSU and Doernbecher patients and their families to our gorgeous new 25,000 square foot home with an expansive roof top garden, outdoor playground, and plentiful community spaces where we will offer our special brand of compassionate hospitality to families of seriously ill children.

## **We are seeking an All Star to help support our expanding services to families at our two Portland locations –**

Ronald McDonald Charities of Oregon and Southwest Washington (RMHC Oregon) is expanding and we are looking for passionate people to join our team. We are looking for a dedicated Family Placement Coordinator that will be the primary contact for screening, managing reservations, and ensuring an excellent customer service experience for families coming to stay with us.

The Family Placement Coordinator will be the first point of contact, ensuring that these families can always count on us for the care and support they need during a difficult time. We can't wait to find a committed individual to work directly with families as they navigate their first stay with us.

This is a regular, part-time, non-exempt position working Fri-Sun, 9am-5:30pm This position reports to the Family Placement Program Manager. Starting pay is \$16.00/hour. Spanish speaking is preferred, and includes an additional \$1.00/hour differential.

### About You:

- You are a people person that is welcoming and compassionate with a knack for putting others at ease.
- You love detail. You are organized in your approach to providing the best possible customer service.
- 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.
- You are looking to work with our amazing Oregon team and for an organization that was voted one of Oregon's Top 100 nonprofits to work for in Oregon!



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## About Us:

- Ronald McDonald House Charities of Oregon and SW Washington provides a "home away from home" for families with seriously ill children, and supports initiatives to improve pediatric health. We also are the operating partner for OHSU at the Gary and Christine Rood Family Pavilion where we will be managing an additional 38 guest rooms for adult OHSU patients.
- Our independent statewide chapter is 34 years old and in 2019 will be operating four Ronald McDonald Houses, managing a total of 128 rooms and their families. Please visit [www.RMHCOregon.org](http://www.RMHCOregon.org)
- Join our passionate, fun-loving team as we strive together to provide a much-needed service to families from all over the world who come stay at our houses.
- In 2018, we were inducted into the Hall of Fame for being a Top 100 nonprofit to work for 10 years in a row!

## **Primary Duties and Responsibilities**

- Primary contact with the hospital social workers to manage houseguest referrals and room reservations.
- Monitors daily room availability and places families at the Rood Family Pavilion based on priority based procedure.
- Owns and maintains the daily request and reservation list in the guest registration software.
- Manages the guest house screening process, including procedures, forms, and updates to reflect current organizational policy.
- Works closely with the Family Placement Program Managers and the OHSU Social Work Specialist on the exception decision related to placement and screening criteria.
- Responsible for on-going communication with guest reception staff on guest arrival expectations.
- Maintains proficiency in guest registration process as this position may serve as back up for checking in/checking out new and returning guest families.
- May participate in team meetings with Guest Services staff to keep current in all house related policies, practices and approaches to elevating the guest experience.
- May be required to be on call after hours during critical periods or support staff vacations.
- Must maintain proficiency in the guest registration software.

## **Skills Required:**

- Excellent verbal and interpersonal communication skills
- Computer proficiency, including email, Word, Excel, Publisher and database
- Ability to use basic office equipment, including multi-line telephone
- Ability to work well under pressure with many interruptions
- Ability to effectively meet multiple and sometimes conflicting deadlines



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- Strong attention to detail
- Ability to actively listen with empathy
- Ability to balance compassion for guests with consistency regarding guidelines.
- Ability to collaborate and communicate with a wide variety of people, including staff, houseguests and volunteers (including board members)
- Bi-lingual (Spanish) is a plus

## **Education Requirements**

High School diploma required; some college level coursework preferred

## **Supervisory Responsibilities:**

May provide some oversight of individual volunteers.

## **Experience Required:**

Requires at three to five years of work experience in a customer service or similar position. Experience in a residential setting and/or health care related environment is preferred.

## **Work Environment:**

Most work is conducted in a collaborative and dynamic office environment. Attendance at RMHC Oregon signature events may be required and such work may be indoors or outdoors, possibly in hot or wet weather. In conjunction with events, employee will be required to lift packages (up to approximately 40 pounds) and stand for long periods of time.

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

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*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.*

