



Ronald McDonald  
House Charities®  
Oregon & SW Washington

## **We are seeking a dynamic Family Placement Coordinator to join our Support Staff- serving both of our Portland Ronald McDonald Houses.**

Ronald McDonald House Charities® of Oregon and Southwest Washington ("RMHC Oregon") is seeking an inspiring, compassionate, and detail-oriented Family Placement Coordinator.

- **Family Placement Coordinator - Support: THIS IS AN ON-CALL POSITION.**
  - **\$17.64/hour with a 6% added differential for bilingual staff**
  - Available to work at least one regularly scheduled support shift per month
  - Daytime availability (8am-6:30pm) with opportunity to pick up additional shifts
  - Available to work up to 2 Holiday shifts per year (scheduled in advance)
  - Must attend 1 hour paid training quarterly (4x/year)
  - Potential to grow into other Guest Services roles
  - Hours cannot be guaranteed as scheduling needs change regularly
  - Access to SIMPLE IRA and paid sick leave, paid volunteer hours, Employee Assistance Program, Employee Discount

### **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 have a strong skill set in problem solving, coordinating reservations using a calendar system, you are detail oriented, you are happy being on the phone and gathering information.
- 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.

**The Family Placement Team is often the first contact that a guest will have with our House and serve as the "welcome wagon" to prepare a family for their stay with us.**

**Primary Duties and Responsibilities Include:**

- The Family Placement Coordinator is responsible for supporting the Family Placement Team with a variety of tasks.
- The person in this role will be responsible for making first contact and confirmation calls to both Pediatric and Adult guests.
- Assisting with the daily Medicaid and billing processes for all four Houses in our chapter.
- The Family Placement Coordinator works closely with the front desk staff of our Portland Houses to coordinate guest arrival and convey needs of guests before arrival.
- The Family Placement Coordinator models RMHC's values and compassionate hospitality principles, reinforcing a culture of exemplary service for guest families
- Being knowledgeable about our houses and able to speak to offerings and guest need to know information.

**Experience Required:**

Requires at least two years of work experience in a customer service or similar position that involves interaction with the public, call center experience and data management preferred.

**Skills Required:**

- Enthusiastic with excellent customer service skills
- Enjoy working with people and possess a friendly personality
- Excellent listening skills
- Exceptional verbal, written, and interpersonal communication skills
- Basic computer proficiency, including email, Word and Excel, and database management
- 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 be vaccinated by their start date unless a Vaccine Exemption is requested and approved.

**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.*