



Ronald McDonald
House Charities®
Oregon & SW Washington

Looking to get your foot in the door? We are seeking a dynamic Guest Services Coordinator to join our Fill-In Team – Serving both of our Portland Ronald McDonald Houses.

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

- **Fill-In, Schedule Requirements:**
 - Available to work up to 2 on-call shifts per month.
 - Work 1 Holiday shift per year.
 - Hours cannot be guaranteed as scheduling needs change regularly.
 - Opportunity to pick up shifts.
 - Must maintain current CPR/AED & food handler's certification (paid for by RMHC)
 - Must attend 1hr. paid training quarterly (4x/year)
 - \$16.00/hour with a \$1.00 differential for bi-lingual staff.
 - Paid 8 hours per year to volunteer.

Located on the campus of Legacy Emanuel Medical Center, near Randall Children's Hospital and in the South Waterfront neighborhood on the campus of OHSU, we serve as a "home away from home" for families every night, who have had to travel to Portland for medical care for their infants or children. This dynamic individual will serve as the contact and support for all guest families during their stay through the application of our compassionate hospitality principles.

How to apply: Go to the following link, complete the brief application, and upload your cover letter and resume. If you need support, please email eric.brown@rmhcoregon.org.

Go to: [Ronald McDonald House Charities Application](#)

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
- 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 recruit, employ, train, compensate, and promote regardless of race, religion, color, national origin, sex disability, age, veteran status, and other protected status as required by applicable law.
- In 2020 we were voted the #4 in the Oregon Business Magazine's Top 100 nonprofits to work, having made this list for 12 years in a row.

Primary Duties and Responsibilities Include:

- Work closely with hospital social workers to coordinate family referrals and placement.
- Manage guest registration process: check in/check out, house tours and access to their rooms.
- Front desk management, including answering phones, supporting volunteers, greeting and touring visitors, donors and community stakeholders.
- Assist with monthly inventory of house and office supplies.
- Oversee donations and storage room organization.
- Coordinate maintenance and facility repairs as needed.
- Serve as a resource for families for navigating transportation, neighborhood services, and family activities in the community.
- Provide on-site support for all programs and activities, in collaboration with the volunteers.
- Demonstrate commitment to compassionate hospitality principles with each family interaction and create a comfortable environment that encourages family cooperation and a home-like environment.
- Ensure a warm and welcome greeting to all families.
- Maintain positive and supportive communication to all constituents including hospital partners, donors and vendors.
- Assure adherence to policies and processes that maintain the well-being of staff, volunteers and guests.
- Elevate issues and problems to the Guest Services Director.
- Maintain proficiency in guest registration and guest management systems.
- Provide oversight and support guests using kitchen and all common spaces.

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.
- Adhere to all policies, including donation acceptance policies.
- Assist with other duties as assigned

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
- Spanish speaking preferred, but not required.

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. Must have access to a vehicle and possess a valid driver's license.

*The Ronald McDonald House Charities of Oregon & 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**.*