



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

Seeking a dynamic Guest Services Coordinator for the new Springfield Ronald McDonald House located at the Heartfelt House.

Ronald McDonald House Charities® of Oregon and Southwest Washington ("RMHC Oregon") is seeking an inspiring, compassionate and hospitality focused **Weekend Shift, Part Time Guest Services Coordinator** to deliver outstanding daily service to our guest families at our first Ronald McDonald House in Springfield. Newly constructed at the Heartfelt House on the campus of PeaceHealth Sacred Heart Medical Center at River Bend (PeaceHealth), our Springfield Ronald McDonald House will serve as a "home away from home" for ten families every night, who have had to travel to Springfield for urgent medical care for their infants or children. In addition, we will be providing property management services and operational support to 10 adult patient families located at the Heartfelt House. This dynamic individual will serve as the daily contact and support for all guest families during their stay through the application of our compassionate hospitality principles.

The position pays \$15.62/hour with a \$1.00 differential for bi-lingual staff. We offer access to a SIMPLE IRA and sick leave.

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 looking to work with our amazing Oregon team and for an organization that was voted on of Oregon's Top 100 nonprofits to work for in Oregon.

About Us:

- Ronald McDonald House Charities of Oregon & SW Washington provides a "home away from home" for families with seriously ill children, and supports initiatives to improve pediatric health.
- Our independent statewide chapter is 35 years old and includes four Ronald McDonald Houses and three in-hospital Hospitality Cart programs. For more information on our mission, history and programs, please visit www.RMHCOregon.org
- Slated to open on September 10, 2019, the Springfield Ronald McDonald House will host as many as ten Pediatric families every night who are away from home because their baby or child requires hospitalization or specialized treatment. The Springfield Ronald McDonald House will provide housing, meals, programs and support at no cost to the families that stay with us. In addition, we will be providing property management services and operational support to 10 adult patient family rooms.
- 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.

Primary Duties and Responsibilities

- Coordinate family referral and placement
- Manage guest registration process: check in/check out, house tours, and access to their rooms.
- Assist with inventory, maintenance and facility repairs as needed.
- Front desk management, including answering phones, supporting volunteers, greeting and touring visitors, donors, and community stakeholders.
- 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 Manager.
- Maintain proficiency in guest registration and guest management systems.
- Provide oversight and support guests using kitchen and all common spaces.

Requirements

- 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
- Fluency in Spanish is strongly preferred

Supervisory Responsibilities:

- No direct supervision. May provide oversight for volunteer activities.

Experience and Education 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.
- High School diploma required.

Work Environment:

Most work conducted in a collaborative and dynamic office environment. Attendance at RMHC Oregon signature events is 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. Some travel required.

To apply, send a cover letter and resume to Rachel.Edwards@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.