



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

Ronald McDonald House Charities is currently hiring for a full-time **Guest Services Manager** at the South Waterfront Ronald McDonald House at the OHSU Rood Family Pavilion. This position is for 40 hours each week with a schedule of Friday through Monday.

- **Full-Time, 40 hours per week, Four 10s work week**
- **Salary starts at \$55,352.00**

Benefits include generous paid time off, paid volunteer hours, employer paid medical and dental benefits, an employee discount program, an employee assistance program, the ability to contribute to a retirement plan with a 3% RMHC match, and a free annual TriMet Hop pass.

The Guest Services Manager helps to ensure that Ronald McDonald House Charities of Oregon and Southwest Washington's RPV location offers the most welcoming and hospitable guest services possible. The Guest Services Manager works closely with Guest Services Coordinators, volunteers, and the Family Placement Department to coordinate guest arrival and registration activities. They serve as the Guest Services lead while on duty and in addition to standard Guest Services duties, they are the primary contact for family issue resolution- working to ensure the highest level of guest satisfaction, oversight of the front desk operations and team, and is the deputy leader at the location while the Guest Services Director is not on duty. The Guest Services Manager models RMHC's values and compassionate hospitality principles, reinforcing a culture of exemplary service for guest families.

Primary Duties and Responsibilities Include:

- Oversee the front desk operations and provide daily support of Guest Services Staff and volunteers.
- Responsible for direct supervision of Guest Services Coordinators, including time sheet approval, one on one meetings, team meetings, and development goals.
- Demonstrate commitment to compassionate hospitality principles with each family interaction and create a comfortable environment that encourages family cooperation and a home-like environment.
- Primary contact for social workers and families when dealing with problems and challenges during the stay when GSD not on duty.
- Support scheduling team as needed to ensure coverage for all shifts, including holidays.
- 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.

- Manage guest registration process: check in/check out, house tours, family placement process awareness.
- Provide on-site support for all programs and enrichment activities.
- Participate in rotating Consulting Manager duties.

Experience Required:

Requires at least five years of work experience in a customer service or similar position that involves interaction with the public. Experience in the hospitality or non-profit environment preferred and experience managing & leading a team, supervising direct reports, and coaching required. Passion to serve our community and support families in medical crisis.

Skills Required:

- Enthusiastic with excellent customer service skills
- Excellent analytical, decision making, and problem solving skills.
- Confidence, sensitivity and diplomacy to interact and collaborate with varied constituents, including guests, volunteers, hospital personnel, staff, donors
- 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:

College coursework preferred but not 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 fully vaccinated by their start date. 'Fully vaccinated' means 2 doses of either the Moderna or Pfizer vaccine, or 1 shot of the Johnson & Johnson vaccine – plus 2 weeks after the final dose.

[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.

Ronald McDonald House Charities of Oregon and Southwest Washington is an Equal Opportunity Employer. This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.