



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

Seeking a dynamic Guest Services Manager 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 Guest Services Manager to operate our guest management program 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. This dynamic individual is the team leader and supervisor for RMHC Guest Services staff and volunteers focused on delivery of service to our guest families.

Please note that the tentative start date for this position is between July 15, 2019 and August 1, 2019 and contingent on the construction schedule. This position reports to the Regional Director.

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 are organized, efficient, and an independent problem solver. You think on your feet and have the ability to adapt to a changing environment.
- You have the ability to see the bigger picture and prioritize a team around a singular goal, which is to keep our home like environment running smoothly for all.
- 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 2019, the Springfield Ronald McDonald House is currently under construction on the PeaceHealth campus and 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.
- We offer a competitive compensation and benefit package, including generous paid time off, flexible schedules, sabbatical program, paid time to volunteer in the community, and employer retirement contribution through an IRA.

Primary Duties and Responsibilities

- Primary contact for hospital partners, social workers and families when managing families.
- Serves as a resource for families navigating transportation, neighborhood services, and family activities.
- Provides supervision of Guest Services Coordinators.
- Oversees guest referral and placement process for families.
- Primary owner of the process for supply inventory, maintenance, IT support and repair of facilities.
- Primarily responsible for the oversight of janitorial and room cleaning for the house.
- Oversee the front desk operations and provide daily support of front desk volunteers, including answering phones, greeting guests, providing tours.
- Makes programmatic and staffing decisions in accordance with approved RMHC policies and the best interests of RMHC guests, staff and volunteers
- Oversees the in-house volunteer program, including development of roles, placement, training, scheduling and recognition of volunteers.
- Provides ongoing training for guest services staff to implement seamless guest centered referrals, check-ins, check-outs, and update practices to reflect changes in house policies, guest guidelines and office procedures in accordance with global standards and licensing requirements. This includes training and maintaining the guest registration software.
- Provide oversight on house coverage to ensure 24 hour, 7 day a week coverage.
- Demonstrate commitment to compassionate hospitality principles with each family interaction and create a comfortable environment that encourages family cooperation and a home-like environment.
- Assure adherence to policies and processes that maintain the well-being of staff, volunteers and guests.
- Develops and provides oversight for all programs and activities.
- Responds to emergencies via cell phone after office hours.

Requirements

- 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
- Flexibility about work assignments and changing priorities.
- Experience/level of comfort with facilities and technology support
- Enjoy working with people and possess a friendly and outgoing personality
- Excellent listening skills
- Exceptional verbal, written, and interpersonal communication skills
- 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 recommended.

Supervisory Responsibilities:

You will work with and directly supervise the Guest Services Coordinators and be direct liaison with the Housekeeping, Laundry, Landscaping and Security Vendors and Hospital Partner teams (i.e. Facilities)

Experience and Education Required:

- Requires at least five years of work experience in a customer service or similar position that involves interaction with the public. Supervisory experience required. Experience in the hospitality industry and/or property management preferred.
- Associates degree or equivalent experience 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 eric.brown@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.