



Ronald McDonald
House Charities®
Oregon & SW Washington

Seeking a dynamic Guest Services Coordinator to work at our Springfield Ronald McDonald House located at the PeaceHealth Heartfelt House.

Ronald McDonald House Charities® of Oregon and Southwest Washington ("RMHC Oregon") is seeking an inspiring, compassionate and hospitality focused Guest Services Coordinator.

- **Part Time position, 18 hours per week**
 - **\$20.29 / hour with a 6% added differential for bilingual, Spanish-speaking staff**
 - **Shifts: Thursday 3:30pm-10pm; Friday 3:30pm-10pm; Saturday 3:30pm-10pm**
 - Other shifts may also become available based on coverage needs.
 - Access to a SIMPLE IRA, Employee Assistance Program, paid sick leave, and volunteer hours

Located 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.

Primary Duties and Responsibilities:

- Front desk management - including answering phones, supporting volunteers, greeting families as they arrive in the house, engaging with donors and community stakeholders.
- Maintain positive and supportive communication to all constituents including hospital partners, donors, and vendors.
- Physically perform tasks related to the cleanliness and orderliness of the House, including but not limited to dishes, laundry, sanitizing, and re-stocking.

Other Responsibilities:

- Maintain security protocols for guests.
- Ability to serve as "Person in Charge" during emergent situations.
- Own/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. Passion to serve our community and support families in medical crisis.

Skills Required:

- Enthusiastic with excellent customer service skills
- Enjoy working with people and possess a friendly and outgoing personality
- 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
- Fluency in Spanish is 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, employees 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 have at least one dose by their start date or a valid exemption.

To apply, send a cover letter and resume to: roxanne.macdonald@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.