



Seeking a dynamic Guest Services Coordinator - 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 for the following shifts:

- **Part Time, 24 hours per week**
 - **Sunday-Wednesday, 4:00pm – 10:00pm**
 - **\$17.00/hour with a \$1.00 differential for bi-lingual staff**
 - **Access to SIMPLE IRA and paid sick leave**
- **Support**
 - **Daytime (7:30am-6:00pm) Availability**
 - **\$17.00/hour with a \$1.00 differential for bi-lingual staff**
 - **Access to SIMPLE IRA and paid sick leave**

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.

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.
- We have been voted as Oregon Business Magazine's 100 Best Nonprofits to Work For in Oregon 12 years in a row.

Primary Duties and Responsibilities Include:

- Work closely with hospital social workers to coordinate family referrals and placement.
- 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.
- Provide daily management of volunteers including training, task lists, and problem solving for individuals and groups.
- Physically perform tasks related to the cleanliness and orderliness of the House, including but not limited to dishes, laundry, sanitizing, and re-stocking.
- Ability to work Holidays as needed.

Other Responsibilities:

- May be on call during critical periods.
- 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, 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: 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.