



Job Title: Part time Guest Services Coordinator

Department: Services

Reports to: Regional Director

Classification: Variable shifts that include days, evenings, weekends, and holidays with some overnight hours.

Weekly shift of: Wednesday 7:30am-3:30pm as well as on call coverage for staff vacations, PTO and holidays.

Compensation: \$15.62/hour (\$1.00 per hour for Spanish, bi-lingual)

Organization Mission and Overview:

- Ronald McDonald House Charities of Oregon and 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 four in-hospital Hospitality Cart programs. For more information on our mission, history and programs, please visit www.RMHCOregon.org
- Join our passionate and fun-loving team as we strive together to provide a much-needed service to the families who stay with us.

Primary Duties and Responsibilities Include:

- Work closely with hospital social workers to coordinate family referrals and placement.
- Manage guest registration process: check in/check out, house tours and access to their rooms.
- Front desk management- including answering phones, supporting volunteers, greeting families as they arrive in the house, engaging with donors and community stakeholders.
- Assist with monthly inventory of house and office supplies.
- Housekeeping responsibilities include daily housekeeping, as well as complete turnover of family suites between guest stays.
- Cleaning of community kitchen, dishes, running dishwasher and putting dishes away.
- Cleaning of community areas within the house on a daily basis.
- Serve as a resource for families navigating transportation, neighborhood services, and family activities in the community.
- Answer questions, accept, inventory and oversee donations and storage room organization.
- Coordinate maintenance and facility repairs as needed with support from Regional Director.
- Provide on-site support for all programs, activities and events with the direction from Development manager and Regional Director.
- 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 a 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 guest families.
- Elevate issues and problems to Regional Director.

- Maintain proficiency in guest registration and all guest management systems.
- Provide oversight and support guests using kitchen and all common areas.

Other Responsibilities:

- Housekeeping responsibilities daily throughout the house, general cleanliness and orderliness of the House.
- May be on- call during critical periods
- Maintain Safety protocol for guests and fellow staff members.
- Document daily summary of activities in Communications Log to ensure consistent communication and follow up between shifts. Use of systems in place to properly communicate and share pertinent information from your shift.
- Adhere to all policies, including donation acceptance policies.
- Assist with other duties as assigned.
- Ability to work through daily checklist for house duties.
- Ability to work as a collaborative and supportive team member.

Experience Required:

- Requires at least two years of work experience in a customer service or similar position that involves interaction with the public. Experience in hospitality industry preferred.

Skills Required:

- Team player. Having the ability to pick up where your team member left off the shift before you to keep the workflow consistent.
- Enthusiastic with excellent customer service skills.
- Attention to detail and professional level of customer service.
- 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
- Flexibility in a changing environment and ability to positively pivot and openness to new policies and processes as developed. The ability to adapt and keep pace with the current policies and procedures.

Educational Requirements:

- High School Diploma required; some college level coursework preferred.

COVID-19 Precautions:

- Personal protective equipment provided and required
- Daily wellness screening for staff and house guests
- Social distancing guidelines in place
- Sanitizing, disinfecting, and cleaning procedures in place

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 orientations, national origin, age, disability or any other legally protected status.