

Join Our Expanding Team and Help Us Serve More Families!



In 2019, we will open the doors to our brand new Ronald McDonald House at the OHSU Gary and Christine Rood Family Pavilion! We will welcome Doernbecher patients and their families to our gorgeous new 25,000 square foot home with an expansive roof top garden, outdoor playground, and plentiful community spaces where we will offer our special brand of compassionate hospitality to families of seriously ill children.

We are seeking an All Star to help Support our Expanding Services to Families at Our new House!

Ronald McDonald Charities of Oregon and Southwest Washington (RMHC Oregon) is building the Guest Services team and looking for a Guest Services Weekend Supervisor to help families that are staying at the Rood Family Pavilion. The Guest Services Supervisor works closely with Guest Services Coordinators, other staff, and volunteers to coordinate guest arrival and registration activities. He/She serves as the guest services lead while on duty and in addition to standard guest services duties, he/she is the primary contact for family issue resolution, oversight of the front desk operations, and training support of staff to ensure adequate coverage.

This is a 30 hour per week, regularly benefited, full-time, hourly position working every Fri-Sun, 9am – 7pm. The starting pay is \$17.75 hour. Spanish speaking is preferred, and includes an additional \$1.00/hour differential for bilingual staff.

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 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 34 years old and in 2019 will be operating four Ronald McDonald Houses where 79 pediatric patients and their families will stay for free and supported by specialized programs and care. For more information on our mission, history and programs, please visit www.RMHCOregon.org



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- 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.
- In 2018, we were inducted into the Hall of Fame for being a Top 100 nonprofit to work for 10 years in a row!

Primary Duties and Responsibilities

- Primary contact for issue resolution across both Portland Houses on the weekends and communication with management team and social workers/hospital partners.
- Provides training and support of the weekend Guest Services Coordinators at both Portland Houses.
- Oversee House operations and provide daily support of volunteers, including answering phones, greeting guests, providing tours.
- Provide on-site support for all programs and activities, in collaboration with the Program Team.
- Oversee guest check in/check out, house tours, and access to guest rooms.
- 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.
- Serve as a resource for families for navigating transportation, neighborhood services, and family activities..

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.
- 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.
- Fluency in Spanish is strongly preferred.
- Access to vehicle (as driving between Houses will be necessary).



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Supervisory Responsibilities:

Provides direct training and support to the Guest Services Team on the weekends, volunteer oversight a times.

Experience Required:

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

Work Environment:

Most work is conducted in a collaborative and dynamic office environment. Attendance at RMHC Oregon signature events may be 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 of time.

To apply, send a cover letter and resume to pdxgsc@rmhcoregon.org, attention: Eric Brown.

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.

