



Job Posting

Job Title: Guest Services Coordinator (Spanish Required)
Area of Interest: Family support, customer service
Job location: Portland, Oregon
Position Type: Full time (30 hours): every Fri-Sun, 1:30pm-Midnight with 1 paid on call shifts per week required.
Position Pay: \$16.52/hr.
Benefits: Fully paid employee medical and dental coverage, annual Trimet pass, PTO and paid volunteer hours, eligible for a sabbatical at 7 and 15 years.

Organization Mission and Overview

Ronald McDonald House Charities® of Oregon and Southwest Washington ("RMHC Oregon") provides a "home away from home" for families with seriously ill children, and supports initiatives to improve pediatric health.

Our independent local chapter is 30 years old with three Ronald McDonald Houses (2 in Portland, 1 in Bend) that provide housing, comfort and support for 56 families every night. For more information on our mission, history and programs, please visit www.RMHCOregon.org

Primary Purpose:

The Guest Services Coordinator helps to ensure that Ronald McDonald House Charities of Oregon and Southwest Washington's two Portland Ronald McDonald Houses® (RMH) offer the most welcoming and hospitable guest services possible. The Guest Services Coordinator works closely with volunteers and the Family Placement coordinator to coordinate guest arrival and registration activities and serves as the daily contact and support for all guest families during their stay. The Guest Services Coordinator models RMHC's values and compassionate hospitality principles, reinforcing a culture of exemplary service for guest families.

Primary Duties and Responsibilities:

- Coordinate room assignments with the Family Placement Coordinator.
- Manage guest registration process: check in/check out, house tours, and access to their rooms.

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.



- Serve as a resource for families for navigating transportation, neighborhood services, and family activities in the community.
- Provide on-site support for all programs and activities, in collaboration with the volunteer coordinators.
- 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.
- Provide daily oversight of front desk volunteers.
- Assure adherence to policies and processes that maintain the well-being of staff, volunteers and guests.
- Elevate issues and problems to the Guest Services Manager and/or Guest Services Director.
- Maintain proficiency in guest registration and guest management software systems.
- Provide oversight and support guests using kitchen, teen room, family room and living room spaces.

Other Responsibilities

- Maintain the cleanliness and orderliness of the Houses.
- Maintain security protocols for guests.
- Provide daily summary of activities to ensure consistent communication and follow up between shifts.
- Assist with other duties as assigned

Requirements

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 the hospitality industry preferred.

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Skills Required:

- Enthusiastic with excellent customer service skills
- 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

Educational Requirements:

High School diploma required; some college level coursework preferred.

To Apply, send a cover letter and resume to pdxgsc@rmhcoregon.org. Please note that applications that do not include a cover letter will not be considered.

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