



Ronald McDonald House® Mountain West Job Description

Title: Guest Services Coordinator	Pay Grade: B
Location: Lehi Family Room, Primary Children's Hospital	Position Type: Part Time, Non-Exempt
Current Employee: Open	Reports to: Family Room Manager
Team: Family Room Operations	Revision Date: January 2026
Compensation: \$17.35/hour	Hours: 16-24 hours per week (variable)

Our Culture: We provide essential services that strengthen families, remove barriers, and help ensure the best possible outcomes when children need healthcare

Current Programs: SLC Ronald McDonald House, SLC Primary Children's Hospital Family Rooms (3), University of Utah Hospital Family Room, Lehi Primary Children's Hospital Family Room, Taylorsville Behavioral Health Campus Family Room, Ogden Regional Medical Center Hospitality Cart

Benefits: Paid Time Off, 401K, Employee Assistance Program

Position Summary:

The Guest Services Coordinator is a member of the Guest Services team and assists in all aspects of daily operation of the Ronald McDonald Family Rooms (Family Rooms). They are responsible for delivering exceptional customer services, overseeing the front desk, maintaining safety and security, and the cleanliness and order of the Family Room. This person is responsible for various additional duties as assigned by the Family Room Manager or Hospital Programs Director.

Primary Duties and Responsibilities include:

Guest Services

Assist in the delivery and continuity of guest services, including but not limited to:

- Maintaining professional and positive communications at all times with staff, volunteers, guest-families, hospital social workers, and other stakeholders
- Providing exceptional customer service and support to all guest families - knowing that RMHC serves a diverse group of individuals that may at times be experiencing stress or grief - while maintaining professional boundaries
- Being present to welcome, anticipate, and act on guest needs
- Answering telephones and directing calls and messages appropriately
- Welcoming visitors and guest families
- Checking guests in and out of the Family Room
- Ensuring that RMH guidelines are followed and policies are enforced
- Communicating with hospital social workers regarding family referrals and room availability

- Engaging with and supporting volunteers by providing tasks, answering questions and offering general support
- Giving informative and helpful Family Room tours to guests and various visiting groups
- Completing and filing forms and communicating shift happenings, as needed to ensure smooth shift changes
- Obtaining accurate and complete information regarding donations received, and proper recording
- Monitoring Family Room security; hourly walk-through and securing Family Room at the end of the shift
- Keeping the front desk and all Family Room areas clean and organized at all times

Administrative/Computer

- Maintaining established operating policies, practices, and protocols in the Ronald McDonald Family Room
- Obtaining accurate registration information in guest registration
- Logging and communicating visitor and guest issues, check-out items, and safety/emergency issues as directed, to accurately document interactions

Program Cleaning and Disinfection

Ensure the cleanliness and order of the Ronald McDonald Family Room by assisting with regular and daily cleaning including all vacant guestrooms, common living spaces and storage areas, including but not limited to:

- Cleaning and making up guest rooms at the Ronald McDonald Family Room to allow for timely turnover
- Washing and folding laundry
- Dusting, vacuuming, and organizing common living spaces
- Cleaning and tidying the kitchen area
- Stocking Family Room restrooms with fresh towels & toiletries
- Tidying the restroom (deep cleaning by hospital housekeeping staff)
- Stocking, maintaining, and organizing cleaning closets, linen closets, and housekeeping supplies, ensuring labels are present, accurate, and in good order

Other Duties and Responsibilities:

- Attend department and all-staff meetings
- Assist service volunteers, community-donated meal groups, and core volunteers
- Maintain a flexible schedule, willing to trade shifts when able
- Develop competency with emergency preparedness and evacuation procedures (on-the-job training)
- As a programs team member, cross train with other team members

Work Environment

- Most work is conducted in-person, in a hospitality/residential environment within the hospital, with travel to the head office, Salt Lake RMH, monthly.
- Exposure to varying temperatures indoors and outdoors, as well as noise, dust and sometimes chemicals

The Person:

Experience Required:

Two years of work experience in customer service or a similar position that involves interaction with the public with preferred experience in the following areas:

- Experience in a hospitality setting

Education Required:

- High School Diploma

Knowledge, Skills, Abilities

- Exceptional verbal, written, and interpersonal communication skills
- Basic computer proficiency, including email, Word and Excel, with the ability to learn Ronald McDonald House computer systems and processes
- Strong attention to detail
- Ability to work well under pressure
- Analytical and problem-solving skills
- Highly organized, creative, energetic, and collaborative team player
- Confidence, sensitivity, and diplomacy to interact and collaborate with guests, volunteers, hospital personnel, staff, donors
- Flexibility in work assignments and changing priorities
- Commitment to learn HIPPA privacy laws, and maintain guest privacy
- Cultural competency and humility, and the ability to work with people from diverse backgrounds

Other:

- Passion for the mission of RMH
- Proficiency in the Spanish language is not required, but helpful

Essential Physical and Sensory Requirements:

- Perform basic and deep cleaning tasks
- Prolonged periods of standing, walking, and sitting at a desk
- Occasionally includes moving objects up to 50 pounds
- Frequently pulling, pushing (50lb cart), and bending

Background Check and I-9 Requirement:

- Ability to successfully pass criminal background/sex offender registry check and receive work authorization through the I-9

Additional requirements

- Willingness to meet Ronald McDonald House immunization requirements due to proximity with vulnerable patients and their families.
- Attend Lehi Primary Children's Hospital onboarding process and fulfil requirements, which include drug test, immunization records, background check, and completion of online education modules with support from RMFR Manager.

Ronald McDonald House is an equal opportunity employer and values a diverse workplace

Acknowledgement:

Ronald McDonald House of the Mountain West reserves the right to change and/or modify the job requirements, responsibilities, and qualifications for this position to meet changing organizational needs. Further, these statements are not intended to describe the general nature and level of work involved in this job. This job description is not intended to represent all functions, duties, and responsibilities of the associate holding this job title, or to alter the at-will nature of their employment. I understand and accept that the above description represents our aligned understanding as to the general responsibilities and expectations of the job to be performed and in no way is written or implied by contract.

Employee Name

Employee Signature

Date