

## **Ronald McDonald House Charities of the Intermountain Area**

### **Job Description**

Title: Guest Services Coordinator – PT Family Room  
Team: Family Room Operations  
Location: RMHC Family Room/Lehi Primary Children's Hospital  
Reports to: Family Room Manager  
Classification: Regular, Part-time, non-exempt  
Hours: 16-24 hours per week (Variable), including evenings, weekends, and some holidays  
Compensation: Starting rate \$17.35/hr  
Pay Grade: B

**THE POSITION:** 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:**

##### *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 RMHC 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 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 locker, 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 an office environment.

#### **THE PERSON:**

##### Experience Required:

- Requires at least two years of work experience in customer service or a similar position that involves interaction with the public; experience in a hospitality setting is preferred but not required.

##### Skills Required:

- 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

- Good analytical and problem-solving skills
- Fluency in Spanish is not required, but helpful
- 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

Physical 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

Educational Requirements:

- High school diploma

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 RMHC immunization requirements due to proximity with vulnerable patients and their families.

Requirements Specific to Primary Children's Hospital:

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.

*The above information is intended to describe the most important aspects of the job. It is not intended or construed to be an exhaustive list of all responsibilities, duties, and skills required to perform the work.*

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