

Ronald McDonald House Charities of the Intermountain Area Job Description

Title: Guest Services Coordinator – PT Evenings & Weekends
Team: Programs
Location: Ronald McDonald Family Room, Lehi Primary Children’s Hospital, Lehi UT
Reports to: Family Room Manager
Classification: Regular, part-time, non-exempt
Hours: 16-24 hours per week (Variable), including Evenings and Weekends, and some holidays
Compensation: \$15.35 per hour to start
Pay Grade: 110

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 Room. She/he is responsible for delivering exceptional guest 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.

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 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, care, 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 as needed
- Communicating with hospital social workers regarding family referrals and room availability as needed
- Engaging with and supporting volunteers; providing tasks, answering questions and offering general support to volunteers
- Giving informative and helpful Family Room tours to guests and various visiting groups
- Completing and filing forms and communicating events as needed to ensure that shift changes go smoothly
- Documenting and communicating safety concerns and guest issues
- Keeping front desk and common areas clean and organized at all times
- Understanding and delivering the Mission of RMHC

Administrative/Computer

- Maintaining established operating policies, practices, and protocols in the Ronald McDonald Family Room
- Accurately entering guest information in databases and maintaining hard copies of guest files
- 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 in priority order to allow for timely turnover
- Washing and folding laundry
- Dusting, vacuuming and organizing common living spaces
- Cleaning and tidying of RMHC kitchens
- Cleaning and stocking public restrooms with fresh towels & toiletries
- Stocking, maintaining and organizing cleaning closets, linen locker, housekeeping supplies and main storage area, ensuring labels are accurate and present and in good order

Other Duties and Responsibilities:

- Attend department and all-staff meetings
- Assist with other related duties as requested
- Fill in for vacations and/or holidays, as needed
- Assist with group service volunteers and meal groups
- Develop competency with emergency preparedness and evacuation procedures

THE PERSON:

Experience Required:

- Requires at least two years of work experience in a customer service or similar position that involved interaction with the public; experience in a hospitality/concierge setting is preferred.

Skills Required:

- Exceptional verbal, written, and interpersonal communication skills
- Basic computer proficiency, including email, Word and Excel, with willingness to master new systems and processes
- Strong attention to detail
- Ability to work well under pressure independently
- Good analytical and problem-solving skills
- Positive attitude
- Fluency in Spanish is preferred but not required
- Highly organized, creative, energetic, and collaborative team player
- Confidence, sensitivity, and diplomacy to interact and collaborate with varied constituents, including guests, volunteers, hospital personnel, staff, and donors
- Flexibility concerning work assignments and changing priorities
- A commitment to maintain guest privacy
- Cultural competency and ability to work with people from diverse backgrounds

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.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as 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.

