

Ronald McDonald House Charities of the Intermountain Area
Job Description

Title: Guest Services Coordinator – PT Ronald McDonald House
Team: Programs
Location: RMHC - Salt Lake City, UT
Reports to: House Guest Services Manager
Classification: Regular, part-time, non-exempt
Hours: Variable, including nights, weekends, and some holidays
Compensation: Starting rate \$17.35/hour
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 House (House). They are responsible for delivering exceptional guest service, overseeing the front desk, maintaining safety and security, and the cleanliness and order of the House. This person is responsible for various additional duties as assigned by the Guest Experience Director or House Guest Services 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 telephone and directing calls and messages appropriately
- Welcoming visitors and guest families
- Checking guests in and out of the House
- Ensuring that House guidelines are followed and policies are enforced as needed
- Updating daily guest roster
- 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
- Giving informative and helpful House tours to guests and various visiting groups
- Completing and filing forms and communicating events as needed to ensure that shift changes go smoothly
- Obtaining accurate and complete information regarding donations received, including donor names, address, etc.

- Sharing guest activities and opportunities, including available event tickets and meals
- Being mindful of House security; performing background checks on all visitors and guests, being aware on walk-throughs, and addressing security issues as outlined in House policies and guidelines. Documenting and communicating safety concerns and guest issues
- Keeping front desk and common areas, including lobby, clean and organized at all times
- Understanding and delivering the Mission of RMHC

Administrative/Accounting/Computer

- Maintaining established operating policies, practices and protocols in the Ronald McDonald House
- Obtaining accurate pre-registration information from social workers at the hospital and in guest registration
- Logging and communicating visitor and guest issues, check-out items, and safety/emergency issues as directed to accurately document interactions

Other Duties and Responsibilities:

- Attend department and all-staff meetings
- Maintain a flexible schedule, responsible manage attendance and time off
- Develop competency with emergency preparedness and evacuation procedures
- Assist with other related duties as requested
- Fill in for vacations and/or holidays, as needed
- As a programs team member, they will cross train with other team members
- Assist with group service volunteers, Eagle Scouts, and meal groups
- Drive Shuttle to and from the House to Primary Children Hospital

Work Environment

- Most work is conducted in an office environment.
- Ability to drive between RMHC locations, as needed.

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 the ability to learn RMHC computer systems and processes

- Strong attention to detail
- Ability to work well under pressure, independently, and meeting multiple and sometimes conflicting deadlines
- Good analytical and problem-solving skills
- Positive attitude
- Fluency in Spanish is strongly preferred
- 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, donors
- Flexibility with regard to work assignments and changing priorities
- Knowledge of HIPPA practices preferred, with a commitment to maintain guest privacy
- Cultural competency and ability to work with people from diverse backgrounds

Physical requirements:

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

Educational Requirements:

- High school diploma

Background Check and 1-9 Requirement:

- Ability to successfully pass criminal background/sex offender registry check and receive work authorization through 1-9.

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 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.