

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

Title: Guest Services Coordinator – PT Ronald McDonald House  
Current Employee:  
Team: Programs  
Location: RMHC - Salt Lake City, UT  
Reports to: House Guest Services Director  
Classification: Regular, part-time, non-exempt  
Hours: Variable, including nights, weekends, and some holidays  
Compensation: 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 House (House). She/he is responsible for delivering exceptional guest services, 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 Services Director or Guest Services Front Desk Managers.

### 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
- 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

#### Other Duties and Responsibilities:

- Drive shuttle
- Attend department and all-staff meetings
- 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, he or she will cross train with other team members
- Assist with group service volunteers, Eagle Scouts, and meal groups

#### **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, 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

##### Educational Requirements:

High school diploma.

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