

Ronald McDonald House Charities of the Intermountain Area Job Description

Title: **Guest Services Coordinator I**
Current Employee: TBH
Team: Programs
Location: RMHC 1 / Salt Lake City, UT
Reports to: Director of Guest Services
Classification: Regular, part-time, non-exempt
Hours: Variable, including nights, weekends, and some holidays
Compensation: \$13.00/hour (\$2.00 per hour graveyard shift differential)

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 Manager or Assistant Manager.

Primary Duties and Responsibilities:

Guest Services

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

- Answering telephone and directing calls and messages appropriately
- Welcoming visitors and guests
- Checking guests in and out of the House
- Ensuring that House guidelines are followed and rules are enforced as needed
- Updating daily guest roster
- Communicating with hospital social workers regarding family referrals and room availability as needed
- Giving House tours to guests and various visiting groups
- Completing and filing forms as needed to ensure that the house functions correctly and shift changes go smoothly
- Obtaining accurate and complete information regarding donations received and donor names, address, etc.
- Sharing guest activities and opportunities, including available event tickets and meals
- Monitoring House security; perform hourly walk-through of House and grounds
- Keeping common areas, including kitchen, clean at all times

Administrative/Accounting/Computer

- Maintaining established operating policies, practices and protocols in Ronald McDonald House
- Entering guest information in databases and maintain hard copies of guest files
- Logging visitor and guest notes and issues in databases to accurately document interactions

Other Duties and Responsibilities:

- Drive shuttle
- Attend department 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; one team member should be present during regular office hours
- Assist with group service volunteers, Eagle Scouts, meal groups and community service workers

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 residential setting is preferred.

Skills Required:

- Exceptional verbal, written, and interpersonal communication skills
- Basic computer proficiency, including email, Word and Excel
- Strong attention to detail
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines
- Good analytical and problem-solving skills
- Interest in basic building maintenance preferred with a do-it-yourself aptitude
- 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

Educational Requirements:

High school diploma.

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