

Ronald McDonald House Charities® of the Intermountain Area, Inc.
JOB DESCRIPTION

Title: Ronald McDonald House Charities House Guest Services Director
Current Employee:
Team: Programs
Location: 935 East South Temple Salt Lake City, UT 84102
Reports to: Chief Program Officer (CPO)
Classification: Regular, Full-Time, Exempt
Hours: Variable
Pay Grade: 150
Compensation Range: \$25.10 - \$38.90 per hour (\$52,208 - \$80,912 annualized FT/40 hr. per week) + benefits

THE POSITION:

The House Guest Services Director ensures that Ronald McDonald House® Charities of the Intermountain Area (RMHC) offers exceptional guest services. She/he serves as the team leader and supervisor for the Ronald McDonald House (RMH) guest services team who provide direct services to families. The Ronald McDonald House is open 24 hours a day, 365 days a year, providing support to allow families to be near and care for their ill or injured child. The House Guest Services Director embodies and models RMHC's guest centered values and reinforces a culture of compassion, care, and exemplary service. The RMHC House Guest Services Director works closely with the operations, hospitality, and housekeeping staff to coordinate services and programming.

Primary Duties and Responsibilities Include:

Guest Services Management

The House Guest Services Director serves in a key leadership position with the RMHC guest services team. Duties include, but are not limited to:

- Provide inspiring leadership, vision, coaching and support for the RMH guest services team. Create and implement a recruitment plan and ongoing strategies and training for the guest services team to welcome, care, anticipate and act with cultural competency, and compassion
- Oversee team trainings to ensure consistent and exemplary guest experience. Ensure that all team members receive safety training information and updates. Coordinate and train mentors/trainers of staff and core volunteers to maintain mission focus and alignment with RMHC policies and procedures
- Conduct quarterly one-on-ones with all guest services coordinators and provide goal driven coaching that aligns with RMHC strategy
- Create and manage the shift schedule for RMHC guest services staff members and core volunteers within the RMH to ensure adequate coverage
- Coordinate with Director of Operations on overnight security guard scheduling and necessary updates
- Coordinate requests for time off, fill in shifts when needed, and be available as guest emergencies arise during and outside of regular business hours
- Manage systems used for scheduling, communication and data tracking to establish cohesive cross training and collaboration
- Oversee strong communication between the RMH and RMFR guest services staff regarding guest-related issues and safety concerns
- Ensure accurate and timely communication to guest services team on all areas including procedures, policies, concerns, and guest service best practices. Strive to

continually improve guest services, systems, policies and procedures in line with RMHC Mission Matters and in coordination with the Chief Program Officer

- Ensure that privacy standards are followed to protect guest health information and properly maintain privacy standards, practices and policies
- Work closely with business office, programs team, and other staff as necessary to implement systems and protocols to maximize and grow Medicaid or private insurance payments
- Professionally communicate with hospital social workers regarding House guest matters
- Manage guest survey systems to measure and communicate guest experiences for program improvement

Guest Experience

- Provide relevant solutions, tools, and resources to support and positively shape the guest experience during the check-in/check-out process and throughout a stay at RMH
- Support a guest-centered culture that provides safe, warm, positive experiences
- Follow up on guest complaints or concerns. Offer support and appropriate resources for transition in coordination with CPO when necessary
- Compile ongoing list of children who pass while at RMH and compassionately follow established sympathy traditions for affected families
- Regularly view common areas and guest rooms from guest perspective to seek ways to maintain a fresh, comfortable, home-like environment. Oversee system of regular room checks to maintain cleanliness standards in coordination with Housekeeping Manager

Administrative/Accounting/Database

- Work with the Director of Operations to learn and administer appropriate privacy policies, which may include HIPAA compliance
- Serve as a liaison between RMHC and hospital personnel, volunteers, donors, and critical stakeholders when required
- Effectively communicate RMHC needs and mission to the community through social media posts and events as required
- Work with the CPO to analyze guest trends, including outpatient stays and carry-overs
- Work with the Database Specialist to ensure accurate and meaningful guest information is securely stored in proper databases
- Help to establish and implement HIPAA compliant processes for making guest check-in forms electronic
- Ensure that hospital social worker list is up to date. Coordinate social workers and guest services team gatherings twice per year
- Cross train with RMFR Manager and RMH Operations Manager to prepare monthly reports
- Recommend and manage the guest services budget

Direct Supervisory Responsibilities:

- 12-15 full and part time Guest Services Coordinators

Other Duties and Responsibilities:

- Filing, record keeping, or other administrative duties as assigned
- Drive RMHC shuttle and/or ensure coverage for shuttle drivers, as needed
- Attend department, leadership team and staff meetings
- Fill in for vacations and/or holidays, as needed
- As a programs team member, cross train with other team members
- Assist with other related duties as requested

THE PERSON:

Experience Required:

Requires at least three – five years of work experience in a leadership and management position supervising a team; strong experience in customer service is preferred.

Skills Required:

- Passion for the RMHC mission
- Demonstrated decision-making ability, good judgment, creativity and dependability
- Proven leadership, excellent community relations skills, time management and organizational skills
- Ability to work in a team environment
- Ability to calmly manage crisis situations
- Excellent community relations skills required
- Excellent written and verbal communication skills and a strong desire to work with people
- Competency in a variety of computer applications, such as Microsoft Word and Excel, as well as an ability to quickly learn and operate agency databases applications and spreadsheets
- Experience working closely with families and/or children in times of stress is preferred
- Able to lift and/or move up to 10 pounds
- Ability to successfully pass criminal background check and immunization requirements

Educational Requirements:

Bachelor's degree or equivalent experience required