

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

Title: Guest Services Coordinator – FT Family Room
Current Employee:
Team: Family Room Operations
Location: Intermountain Primary Children’s Hospital/ Salt Lake City, UT
Reports to: Family Room Director
Classification: Regular, full-time, non-exempt
Hours: Variable, including nights, weekends, and some holidays
Compensation: Pay Grade 100

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 Rooms (Family Rooms). 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 Rooms. This person is responsible for various additional duties as assigned by the Family Room Director or Chief Programs Officer.

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, guests 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 guests
- Checking guests in and out of the retreat rooms
- Ensuring that Family Room guidelines are followed and rules are enforced as needed
- Communicating with hospital social workers regarding family referrals and room availability as needed
- Giving Family Room tours to guests and various visiting groups
- Completing and filing forms as needed to ensure that the family room(s) 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 Family Room(s) security; hourly walk-through and secure Family Room(s) at the end of the shift
- Keeping common areas, including kitchen, clean at all times

Administrative/Accounting/Computer

- Maintaining established operating policies, practices and protocols in Ronald McDonald Family Room(s)
- Obtain accurate pre-registration information from social workers at the hospital and guest registration

- Logging visitor and guest notes and issues in databases and notifying Family Room Manager/Chief Programs Officer as needed

Other Duties and Responsibilities:

- 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, adopt-a-meal groups and core volunteers

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 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 RMFR computer systems and processes
- 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
- 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.

Requirements Specific to Primary Children's Hospital:

Attend Primary Children's Hospital Volunteer Orientation and fulfil requirements which include drug test, immunization records, background check and completion of online education modules.

Mission Statement: RMHC surrounds families with the support they need to be near and care for their seriously ill or injured children. We provide a home-away-from-home to ease daily burdens and empower families of hospitalized children with meaningful experiences and quality time together.