

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

Title: **Ronald McDonald House Charities Guest Services Director**
Current Employee:
Team: Programs
Location: 935 East South Temple Salt Lake City, UT 84102
Reports to: Chief Program Officer
Classification: Regular, Full-Time, Exempt
Hours: Variable
Pay Grade: 150
Compensation: Pay Grade 150 (starting pay \$52,208 - \$66,560 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 House Guest Services Director embodies and models RMHC's guest centered values and reinforces a culture of compassion, care, and exemplary service for guest families with pediatric patients. 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 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, training and support for the RMH guest services front desk manager(s) and coordinators. Create and implement ongoing strategies and training for the guest services team to welcome, care, anticipate and act with cultural competency and compassion
- Ensure a supportive and collaborative partnership with hospital social work and case management teams
- Collaborate and communicate with the Family Support Services Manager, Front Desk Manager, and any other relevant staff to address referral exceptions and guest family situations
- Regularly review RMH referral criteria and recommend updates based on trends in length of stay, distance traveled, and other guest family trends
- Hire, train and supervise the guest services team at the RMH
- Oversee team trainings to help provide consistent and exemplary guest experiences, ensuring that all guest services team members receive safety training information, and policy and process updates. Give direction to front desk manager(s) on trainings they will conduct
- Develop and maintain a recruitment plan and training strategy for guest services front desk manager(s) and staff that supports an effective, mission-focused guest services team
- Coach, grow talent, and supervise front desk manager(s) to lead, manage, and engage the team. Conduct quarterly one-on-ones with guest services coordinators and front desk manager(s) to provide goal driven coaching that aligns with RMHC strategy
- Create and manage the shift schedule for RMHC guest services staff members within the RMH to ensure adequate coverage

- 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
- Strive to continually improve guest services, systems, policies and procedures in line with RMHC Mission Matters and in coordination with the Chief Program Officer
- Work closely with the RMH guest services front desk manager(s) to coordinate and communicate procedures, policies and guest services
- Ensure that privacy standards are followed to protect guest health information and properly maintain privacy standards, practices and policies
- Work closely with business office, guest services front desk manager(s), 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
- Communicate and model safety and health protocols with team members and guests
- Coordinate with Chief People and Culture Officer to document and navigate staff concerns and challenges
- Manage guest survey systems to measure and communicate guest experiences for program improvement

Guest Experience

- Schedule updates to guest rooms and common spaces to maintain a fresh, comfortable home-like environment. Coordinate capital projects with Director of Operations
- Provide updated guest information to be communicated in the RMHC guest app
- Provide relevant solutions, tools, and resources to support and positively shape the guest experience during the check-in/check-out process
- Support a guest-centered culture that provides safe, warm, positive experiences

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
- Work with the CPO to analyze guest trends, including outpatient stays and length of stay
- 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
- Cross train with RMFR Manager and RMH Operations Manager to prepare monthly reports
- Recommend and manage the guest services budget

Supervisory Responsibilities:

- Guest services coordinators and front desk manager(s)

Other Duties and Responsibilities:

- Filing, record keeping, or other administrative duties as assigned
- Drive RMHC shuttle
- Attend and participate in leadership, program department, all-staff, hospital partnership, and other meetings as necessary
- 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 to five years of work experience in a leadership and management position supervising a team; strong experience in customer service and experience in maintaining and growing external partnerships is strongly preferred.

Skills Required:

- Passion for the RMHC mission
- Demonstrated decision-making ability, good judgment, creativity and dependability
- Ability to create and maintain appropriate boundaries with RMH guest families, assisting and training the guest services staff to do the same
- Proven leadership, excellent community relations skills, time management and organizational skills
- Ability to work in a collaborative 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

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