

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

Title: **RMFR Salt Lake/Lehi Manager**  
Current Employee: TBD  
Team: Programs  
Location: RMHC Family Rooms / Salt Lake City, Lehi  
Reports to: Hospital Programs Director  
Classification: Regular, full-time, exempt  
Hours: Variable  
Compensation: Pay Grade 140

**THE POSITION:** The Family Room Location Manager helps to ensure that Ronald McDonald House® Charities of the Intermountain Area (RMHC) offers the most welcoming and hospitable guest services possible. They are the “go-to” action-oriented lead for the Family Room Guest Services team. They are responsible for the administrative and operations specific to the Family Room and Guest Services team. The Family Room Salt Lake/Lehi Manager 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 Family Room Salt Lake/Lehi Manager provides superior supervision and leadership of the team, the necessary support to coordinate services and programming and ensure the support and well-being of the Family Room guests.

**Primary Duties and Responsibilities Include**

**Team Leadership**

The Family Room Salt Lake/Lehi Manager serves in a key leadership position on the Family Room guest services team. They work closely with the Hospital Programs Director to coordinate training, operational tasks, and support for guest families. Duties include, but are not limited to:

- Provide supportive and inspiring leadership to the Guest Services team
- Oversee day-to-day activities and involvement of volunteers, including recruitment and onsite training
- Provide inspiring leadership, vision, training, and support for the entire Family Room Guest Services team; including regular check ins with each individual coordinator. Create and implement ongoing strategies and training for them to welcome, care, anticipate and act with cultural competency, and compassion
- Oversee the management all RMFRs utilizing the highest levels of professionalism, compassion and best practices
- With the support of the Hospital Programs Director, develop and maintain a recruitment plan and an ongoing training strategy for the guest services position that supports an effective, mission focused team
- Meet regularly with other location managers and Hospital Programs Director (or Hospital Programs Leadership Team) to ensure consistency between programs and align best practices for RMHC Family Room Program

**Guest Services**

The Family Room Salt Lake/Lehi Manager provides inspirational leadership that is grounded in the family centered care model to all Family Room visitors. They exemplify a professional and compassionate work environment and create a soft respite space for families to visit. Duties include, but are not limited to:

- Hire and onboard new Guest Services Coordinators. Provide thorough training for new staff members on systems, processes, and tasks. Contribute organizational and follow-through skills to the guest services

team to ensure that the Family Room has a trained, qualified staff to provide on-site hospitality at the Ronald McDonald Family Room during open hours

- Oversee RMFR food, meal programs, and schedule in accordance with food safety standards and operating policy, and in cooperation with the Food and Nourishment Manager and Volunteer Manager
- Create and maintain a weekly staffing schedule for the Welcome Desk
- Manage guest use of the retreat sleeping rooms, including professionally communicating with hospital social workers regarding family referrals for overnight rooms, program utilization and resource availability as needed
- Prioritize and give direction to team members on shift regarding tasks to complete. Set short- and long-term goals for the team in coordination with the Hospital Programs Director
- Communicate updates to team members on shift as it relates to tasks and responsibilities and update task lists as needed
- Respond and contribute to shift notes and inform the Hospital Programs Director of safety or policy issues, including reporting guest issues and training opportunities to Hospital Programs Director
- Ensure that operating guidelines are followed and rules are enforced as needed, in collaboration with hospital policies
- Identify areas where additional training would benefit the Guest Services team
- Motivate and engage the Family Room Guest Services team on duty to deliver culturally competent, compassionate guest centered services
- Work with the hospital administration team and hospital social workers to inform hospital patients of the offerings in the Family Room
- Provide direct services to guest families at the Ronald McDonald Family Room
- Answer telephone and direct calls and messages appropriately
- Register guests through the RMHC Family Registry system
- Give tours to guests and various visiting groups
- Assist with group service project volunteers in coordination with Volunteer & Outreach Director
- In coordination with Hospitality Manager and Volunteer & Outreach Director, communicate upcoming events, attractions, ticket donations, meals, and maintenance and safety issues to guest families
- Collaborate with other RMHC Programs and Operations staff to provide seamless services for RMFR guests

### **Volunteers**

- Recruit, screen, train, supervise and recognize RMFR volunteers to ensure they are adequately prepared to oversee daily operations and services of the RMFR, have knowledge of all policies and procedures, and have meaningful volunteer experiences in the Family Room spaces.
- Work with Hospital Volunteer Coordinators in recruiting, training and scheduling RMFR volunteers.
- Other duties and activities as assigned

### **Guest Centered Training**

- With input from the Hospital Programs Director, provide guest centered training, including ongoing training for Family Room guest services staff to implement seamless guest centered registration, and update practices to reflect changes in Family Room policies, guest guidelines and office procedures in accordance with global standards and licensing requirements
- Maintain an available, flexible schedule to provide mentorship and broader training for new employees and volunteers
- Conduct monthly refresher training for current employees based on specific need in coordination with Hospital Programs Director
- Model exemplary guest service for the team on shift at all times

### **Cleanliness and Order**

The hospital EVS and materials & linens teams contribute to the cleanliness and safety of the Family Room space. However, ensuring the cleanliness and order of the Family Room is also essential for the guest services team as they serve as front line hosts for our in-hospital respite space. The Family Room Salt Lake/Lehi Manager duties require the support of RMHC Operations, Housekeeping and Maintenance staff and their associated responsibilities, and include but are not limited to:

- Cleanliness and order of the front desk and lobby areas
- Work closely with the hospital staff, RMHC Operations Director, as well as private vendors to coordinate maintenance and repairs
- Ensure that required shift check lists and shift change reports are completed by guest services team during each shift
- Help to maintain organization and inventory of front desk equipment, supplies and forms
- Monitor physical interior structure and décor and report maintenance and replacement needs to the Hospital Programs Director and/or hospital staff as necessary

### **Security & Safety**

The safety and security of RMHC's Family Room guests is paramount. The Family Room Salt Lake/Lehi Manager is ultimately responsible for security and safety systems, policies, and procedures. However, all Guest Services team members are responsible to help maintain daily security and safety during their shifts. Any safety, security or mechanical concerns or issues should be reported to the Hospital Programs Director and logged in shift reports. The Family Room Salt Lake/Lehi Manager and guest services team duties include, but are not limited to:

- Work closely with hospital security to ensure orderly and efficient after hours check ins to retreat rooms
- Ensure that all RMFR staff and volunteers are familiar with safety and emergency protocols
- Ensure all windows and doors in common areas are locked (daily)
- Monitor against electrical fire and domestic mishaps (as needed)
- Check camera monitor (as needed)
- In coordination with Hospital Programs Director, ensure that guest services team are trained in emergency procedures, policies and practices
- Ensure that a report is filled out and given to the appropriate staff after each incident

### **Administrative/Accounting/Database**

- Maintain systems (registration and filing systems) to track guest services, guest privacy and records
- Maintain patient privacy by following HIPAA guidelines and patient privacy policies. Train staff in patient privacy practices to ensure patient privacy is maintained during their shift
- Maintain accurate daily records of registered guests and family turn-aways, reason for turn-away, number of rooms occupied/available, etc.

### **Other Duties and Responsibilities**

- Filing, record keeping, or other administrative duties as assigned
- Assist with Family Room kitchen duties as needed
- Attend department and staff meetings, which are held during normal working hours
- Assist with other related duties as requested by the Hospital Programs Director
- Fill in for vacations and/or holidays, as needed
- As a Family Room programs team member, cross train with other team members

## **THE PERSON**

### Experience Required

Requires a minimum of two years of management experience in customer service and a minimum of three years of direct supervision of a team or similar position that involved interaction with the public; experience in a residential setting is preferred.

### Skills Required:

- A passion for the RMHC mission
- Excellent customer service skills
- Experience supervising a diverse team of people
- 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
- Fluency in Spanish is preferred
- Highly organized, creative, energetic and collaborative team player
- Confidence, sensitivity and diplomacy to interact and collaborate with varied constituents, including guests, volunteers (including members of the Board of Directors), hospital personnel, staff, donors, other staff members and departments
- Experience working closely with families and/or children in times of stress is preferred
- Flexibility with regards to work assignments and changing priorities
- Willingness/flexibility to be contacted when off duty in the event of an emergency
- Ability to meet all requirements of partner hospital – i.e. immunizations, trainings, background check, drug test, etc.

### Educational Requirements

Bachelor's degree preferred, Associates degree or equivalent required.

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