



**Position:** Guest Services Manager

**Reports To:** House Operations Manager

**Education:** Bachelor's degree or equivalent years of experience

**Relevant Work Experience:** 1-3 years' experience in customer service or hospitality position(s)

**Schedule and Status:** Part-Time, Hourly

**Wage:** Competitive and Negotiable

**Overview:** The Guest Services Manager is responsible for providing excellent customer service to guests staying at the Ronald McDonald House (RMH) to ensure their stay is comfortable and supportive. The Guest Services Manager is expected to treat all guests with equal respect and is responsible for ensuring all guests feel safe, comforted and supported during their stay. The Guest Services Manager is accountable to the CEO for stewardship of the Mission Statement.

### Essential Functions:

1. Serve as the main point of contact for all RMH visitors as well as guest families during their stay, ensuring all guests feel welcome and supported during their time at the RMH.
2. Manage incoming, current and outgoing guests at the RMH – including processing referral forms received from medical facilities, registering new guests, providing support during guests' stays, discharging guests upon check-out and processing guest room donations.
3. Maintain appropriate communication with hospital staff who submit referral forms for families.
4. Maintain supportive and open communication with all guests – promoting events and donations provided for guests when needed.
5. Assist with inspecting, cleaning and organizing guest rooms and common areas as needed.
6. Coordinate weekend & evening shift volunteers to assist with daily tasks and projects.
7. Ensure all areas are clean and working properly. Report any damage, theft or other problems to the House Operations Manager.
8. Assist in maintaining complete and accurate guest records, ensuring all guest management systems are consistent and in agreement with each other.
9. Share information about the RMH and guests with other Guest Services Managers during shift exchanges, monthly staff meetings and documented in the communication log notes each shift.
10. Advise and enforce RMH Guidelines & Expectations. Take appropriate action as outlined in the Guest Services Manager Handbook for any violation of the Guidelines & Expectations.
11. Process in-kind donations received while on shift and those which have not yet been processed and sort & store the donations in the appropriate store rooms.
12. Ensure the office is staffed by a trained, competent volunteer in the event leaving the office is necessary. Leaving the House in the care of a volunteer requires approval from the House Operations Manager.

### Requirements:

1. Computer Experience required. Proficient working knowledge of *Microsoft Office* software, experience with Google Apps, Slack & Trello preferred.
2. Experience in planning, facilities maintenance & database management
3. Willingness to adhere to RMHC CTX policies & procedures and enforcement of such when required.
4. Experience working with volunteers, preferably in a supervisory capacity
5. Skills in interpersonal interactions, flexibility and the ability to exercise authority & sound decision-making

6. Ability to respond to and handle emergency situations & conflict management
7. Ability to handle multiple tasks & projects with attention to detail
8. Able to be self-motivated & work independently with strong organizational skills
9. Experience with clerical support, supply management & phone interactions
10. Must exhibit the following: patience, compassion, outgoing, tactful, flexibility, positivity, discretion and professional in manner
11. Demonstrates warm, supportive and cheerful behavior
12. Ability to function responsibly and autonomously
13. Excellent organizational skills, attention to detail and verbal and written communication
14. Bilingual in English and Spanish preferred

Position description is for informational purposes and is not an exhaustive list of all responsibilities. Additional duties that are consistent with the responsibility level of this position may be assigned.

#### Equal Opportunity Employment Statement

RMHC is committed to equal employment opportunity both in principal and in fact. All employment decisions including, without limitation, decisions regarding recruitment, selection, hiring, compensation, benefits, training, advancement, discipline, termination, layoff, return from layoff, and other terms, conditions and privileges of employment, are based on individual qualifications, without regard to race, color, religion, national origin, sex, age, disability, sexual orientation, marital status or any other status not listed here protected by law.