



**Position:** Lead Guest Services Representative  
**Reports To:** House Operations Manager  
**Education:** Bachelor's degree preferred  
**Relevant Work Experience:** 1-3 years' experience  
**Schedule and Status:** Monday-Friday, Full-time, Exempt  
**Salary:** Competitive and Negotiable

### **Overview:**

The Lead Guest Services Representative (LGSR) serves as an Ambassador of the Ronald McDonald House (RMH) and provides exceptional customer service for all guests, guest families, donors, and visitors who enter the Ronald McDonald House (RMH). The LGSR serves as the concierge of the organization and is responsible for leading all guest families through their experience while staying at the RMH. This position is a member of the GSR team, ensuring that there is always a GSR present with the exception of the overnight shift. The LGSR is the primary point of contact for all guest families during their stay and is expected to provide the highest levels of guest services to all guests. As an Ambassador of the GSR team, you are responsible for working with all guest families to ensure their needs are met and their stay is safe and supported and that donors and visitors feel welcomed and informed. The LGSR is also responsible for assisting in the training of RMH weekly shift volunteers as well as assisting the CFO with processing donations & deposits. The Lead Guest Services Representative is accountable to the CEO for stewardship of the Mission Statement.

### **Essential Functions:**

1. Provide high level guest services as an Ambassador and Concierge to all visitors and guests who enter the RMH.
2. Serve as the primary point of contact for all guest families during their entire stay at the RMH. Seeks to connect on a deeper customer level by memorizing and ensuring frequent use of patient family names using appropriate salutations.
3. Coordinate all incoming referrals from local medical partners who seek to provide their patient families with the resource of an RMH guest room. Anticipates needs and makes suggestions and recommendations based on known RMH resources.
4. Track and manage the process of ensuring all patient family information is correctly transferred from the referral system into the guest management database.
5. Connect with families prior to their scheduled check-in date to coordinate pre-registration processes and confirming the check-in appointments for all incoming guest families. Asks about any special needs or accommodations in advance of their visit.
6. Welcome and greet all new guest families upon their arrival for registration. Provide tours to ensure guest is comfortable with entry/exit access, communal facilities, round the clock service support, etc.
7. Review all RMH Guidelines & Expectations with new guest families to inform them of the expectations of all guests living in the RMH communal living setting.
8. Communicate regularly with the hospital case managers, social workers and nurses who work with RMH guest families to coordinate the highest level of care for all guests and their children receiving treatment at our partner hospitals.
9. Address guest families when needed regarding the RMH Guidelines and Expectations they agreed to follow upon their registration for a guest room.

10. Escalate guest family issues to the House Operations Manager when appropriate intervention is needed with any guest family member.
11. Assist guest families with daily needs during their stay and serve as a community resource coordinator understanding where local resources are available for any specific needs.
12. Ensure a smooth check-out on the day the family leaves the RMH.
13. Assist with inspecting, cleaning and organizing guest rooms and common areas as needed.
14. Track communication notes for each shift using the appropriate tools to communicate events from each shift to the GSR staff covering the following shift.
15. Work with contracted vendor services onsite to ensure the RMH is cleaned and maintained appropriately.
16. Coordinate the RMH weekly shift volunteers who volunteer during the GSR shift to provide direction and instruction on how the volunteers can assist with the needs of that shift.
17. Support the other members of the GSR team by helping to cover shifts and ensure that a GSR is present at all times with the exception of the overnight shift.
18. Attend regularly scheduled staff meetings to remain informed about organizational events and practices.

Volunteer Coordination may involve a variety of responsibilities that are required for keeping the RMH operating smoothly. Coordinating weekly shift volunteers to help with various tasks around the RMH is essential for maximum efficiency.

**Volunteer Coordination:**

1. Help to train RMH weekly shift volunteers on the tasks they are assigned.
2. Provide tasks to each weekly shift volunteer at the beginning of their shift and provide guidance to the volunteers as they work their shift.
3. Follow-up and check the work of the volunteers to ensure the assigned tasks were completed appropriately.
4. Provide feedback to volunteers' supervisor regarding any additional training needs.
5. Work with RMHC CTX team to steward volunteers and promote other opportunities to support the organization.

**Other Duties:**

1. Assists the CFO with the processing of incoming mail, donations and deposits.
2. Serves as the primary point of contact & customer service representative for all visitors & guests of the Ronald McDonald House. This includes answering incoming phone calls when no Reception volunteer is present.
3. Maintains a safe, healthy, and clean RMH and workplace.

**Requirements:**

1. Passion for the mission of Ronald McDonald House Charities of Central Texas.
2. 1-3 years of experience in a customer facing customer service or support type position dealing with many different people frequently. Preferred work experience in roles where creating a high level, high touch customer experience was expected and well executed.
3. Proficient working knowledge of Microsoft Office software, experience with Google Apps, Slack & Trello preferred.
4. Adhere to RMHC CTX policies & procedures and enforcement of such when required.
5. Strong 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. Must exhibit the following: patience, compassion, outgoing, tactful, flexibility, positivity, discretion and professional in manner. Presents a professional image and works well under pressure of constant customer contact or with difficult people.
10. Demonstrates warm, supportive and cheerful behavior consistently.
11. Ability to function responsibly and autonomously.
12. Excellent organizational skills, attention to detail, strong verbal and written communication skills.
13. Be dependable, flexible, and highly sensitive to and supportive of the mission of Ronald McDonald House Charities.
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.

### **Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

**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.