



Brief Description of Organization:

Ronald McDonald House Charities New York Metro (RMHC NYM) is a not-for-profit 501(c)(3) organization that focuses on the critical needs of children by operating programs that provide families with access to pediatric healthcare on Long Island and allow the family unit to remain together during the stress and uncertainty of a medical crisis.

Position Overview:

The Overnight Part-Time Guest Service Associate act as the part-time liaison with the residents at the House and hospital social workers. The hospitality programs, housekeeping needs, and physical House requirements necessary to ensure a positive experience for all residents fall under the scope of responsibilities of the position. The job works closely with the House Manager, Family Service Coordinator, Facilities Manager, Operations and Special Programs Manager, and Chief Operating Officer.

Position Title: Overnight Part-Time Guest Service Associate

Reports to: House Manager; Director of Operations and Special Programs

Salary: \$17

Availability Requirements: Core Hours – Friday 9 PM - 8 AM and Saturday 9 PM - 8 AM, with the flexibility and willingness to work weekday shifts, provide coverage for holidays, sick leave, vacations, and inclement weather.

Physical Demands: Must be able to lift 35 pounds and navigate throughout the House and property

Minimum Qualifications:

- High School Diploma (Some college preferred)
- Prior experience working with families in times of stress
- Prior security experience
- Ability to work in a collaborative environment and maintain strong attention to detail
- Flexible, mature, and professional work style
- Computer proficient, including Excel, Word, and Outlook
- Strong verbal, written, and interpersonal communication skills
- Commitment to and understanding of the organization's mission
- Ability to strategically balance compassion and empathy with assertiveness
- Practice good judgment in potentially challenging situations as they pertain to resident's needs
- Ability and willingness to work independently and as part of a team to make a sound judgment without on-site supervision.

Responsibilities include, but are not limited to:

- Register and orient incoming guest during check-in and checkout guest during departure
- Maintain referral & waitlists
- Cover reception desk - provide guests with requested items i.e. breast pump, cleaning supplies, laundry supplies, etc.
- Ensure the cleanliness and safety of the building by completing regular rounds of the space

- Assists guests with various requests and needs in a supportive and friendly manner throughout the guests' entire stay at the Ronald McDonald House
- Communicates House activities with guest families throughout families stay
- Attend quarterly meetings and training as needed
- Perform other tasks or special projects as assigned by House Manager or Director of Operations and Special Projects
- Properly processing room and financial donations
- Ability to learn internal processes, i.e. Exceed Beyond/Areeva, Raisers Edge, Lobby Guard, etc.
- Ability to document the days' events with clear and concise notes, including unusual occurrences or suspicious incidents
- Protect the organization's property, building, vehicles, grounds, staff, residents, and visitors by maintaining a safe and secure environment
- Observe for signs of crime or disorder and investigate disturbances
- Act lawfully in direct defense of life or property
- Patrol regularly building, grounds, and perimeter
- Monitor and control access at building entrances, vehicle gates, and parking lots
- Other related tasks as assigned within the scope of responsibility for the position

The above information in this description has been designed to indicate the general nature and level of work performed by employees with this level of responsibility. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees in this position.

To Apply:

Please send COVER LETTER AND RESUME to info@rmhcny.org. No phone calls please.