

Ronald McDonald House Charities- New York Metro
Part-Time Guest Service Associate Description

Brief Description of Organization:

Ronald McDonald House Charities, New York Metro (RMHCNYM) is a not-for-profit 501(c)(3) organization and home-away-from-home for families who are dealing with the stress of having a child undergoing medical treatment at nearby hospitals.

Position Title:	Part-Time Guest Service Associate
Reports to:	House Manager; Director of Operations
Salary:	Varies
Availability Requirements:	Weekends/ Evenings - with the flexibility and willingness to work weekday shifts (day and evening) to provide coverage for holidays, sick leave, vacations, and inclement weather.
Physical Demands:	Must be able to lift 15-20 pounds and navigate throughout the House and property

Position Summary:

The 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.

Minimum Qualifications:

- High School Diploma (Bachelor's Degree preferred)
- Prior experience working with families in times of stress;
- Ability to work in a collaborative environment and maintain strong attention to detail;
- Must be outgoing and enthusiastic;
- Flexible, mature, and professional work style;
- Computer proficient, including Excel, Word, and Outlook;
- Excellent 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;
- Liaise with healthcare partners
- Cover reception desk when staff/volunteers are not available;
- Oversee housekeeping, receptionist, and front desk volunteers. Managing all while on shift, providing support and direction as appropriate;

- Ensure the cleanliness and safety of the building by completing regular rounds of the building; monitoring cleaning tasks as needed or assigned; identifying and delegating tasks for daily volunteers and volunteer groups, and assisting with facilities tasks such as documenting items that need attention;
- Assists guests with various requests and needs in a supportive & friendly manner throughout the guests' entire stay at the Ronald McDonald House;
- Be on time and be respectful of who you relieve. If you are going to be late, please alert the Guest Service Associate that you are reliving. As the House requires 24-hour coverage, if you are unable to cover your scheduled shift, it is your responsibility to communicate to the team to find replacement coverage for your shift;
- Communicates House activities with guest families throughout families stay;
- Encourage families to share stories, photos, write thank you notes, and complete reviews and guest surveys;
- Coordinate in-kind donations/deliveries;
- Attend quarterly meetings and training as needed;
- Monitor meal programs;
- Work closely with volunteers
- Perform other tasks or special projects as assigned by House Manager or Director of Operations;
- Properly processing room and financial donations;
- Ability to train and learn internal processes, i.e. Exceed Beyond/Areeva, Raisers Edge, Donor Perfect, etc.;
- Strong organizational and administrative skills, ability to maintain a clean and welcoming environment for guests;
- Strong written and verbal communication skills; positive and respectful interpersonal skills;
- Ability to document the days' events with clear and concise notes.

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.