

# Ronald McDonald House Charities of the Miami Valley Region

## JOB DESCRIPTION

<b>POSITION:</b>	<b>Guest Services Manager</b>
<b>REPORTS TO:</b>	Operations Director
<b>EXEMPT:</b>	No
<b>SALARY RANGE:</b>	TBD

**SUMMARY:** Supports the Mission, Values and Service Standards of Ronald McDonald House Charities of the Miami Valley Region, Inc. The primary point of contact with families for check-in and check out, and support for families during their stay at the House. These managers enforce, communicate, and improve the policies of the House that create a safe, nurturing, stress-free, clean and comfortable home-away-from-home for families of seriously ill children.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

#### Guest Relations

- Processes Guest Referrals, including Background check
- Registers overnight and day guests; orientates to house; checks guests out
- Completes all forms, shift reports and updates occupancy list on the computer
- Monitors parking passes, lanyards and facility access
- Maintains an organized and efficient filing system of guest occupancy and all Guest Relations forms
- Faxes Referral form to hospital when necessary, takes referral information and provides phone outreach to prospective guests and hospital staff
- Maintains supportive and open communication with guests, coordinates and participates in special “in House” family events
- Handles emergency situations or other circumstances that require immediate attention for guest families
- Conducts guest room checks, reports condition of room and/or violations to Operations Manager or Director
- Enforces house rules, documents violations and addresses offences with guest
- Creates and maintains a comfortable environment that encourages a peaceful and harmonious communal living environment
- Communicates pertinent information to necessary/appropriate staff
- Provides front desk coverage, monitors house cell phone and visitor and vendor admittance to house
- Conducts tours of house
- Supports Doty Community Room guests
- Accepts donations, completes appropriate receipts

#### House Direct Duties

- Organizes inventory, stocks food and supplies
- Puts donations away in proper storage area
- Supports Hot Meal Program including assisting meal providers, preparing meal as needed, ensuring food products are packaged and stored safely
- Completes guest room turnover and house laundry
- Completes routine housekeeping tasks and records status
- General areas: ensures that all areas are clean and in good repair including Doty Community Room, kitchen, common living areas, public restrooms and staff offices/lounge
- Cleans any area of the facility or grounds as needed and disposes of trash
- Supervises/trains housekeeping volunteers
- Reports any damage, theft or maintenance issues to Operations Manager or Director; completes minor house maintenance/repairs as needed
- Assists with Operations events such as Spring Clean, Tabapullooza etc
- Monitors pull tab collection bins in office and at front door ; takes to garage as necessary
- Other tasks as assigned

## **Security**

- Maintains thorough working knowledge of all house security, alarm and phone systems, computer network and emergency plans and procedures
- Handles immediate issues of safety and security

## **Administrative**

- Supports Exceed Data Base for Operations Department as needed
- Supports Operations Programs as requested by Operations Manager
- Assists with organizational office tasks and Development events as requested

## **Key Relationships**

- **Internal** – Guest, Paid and Volunteer staff
- **External** – General public, community contacts, hospital staff

## **QUALIFICATIONS & REQUIREMENTS**

- Must be sensitive to the needs of families in crisis
- Ability to be both compassionate and yet firm when appropriate
- Ability to remain calm in an emergency and crisis situation
- Flexibility, self motivation and the ability to establish and maintain a healthy rapport with a culturally diverse population are qualities essential to the position
- Ability to work independently
- Ability to work as a team
- Available to attend mandatory Operations Team meetings

## **Education and / or Experience:**

- High School Diploma or General Educations Degree (GED)
- Must be proficient in Word , Excel and Outlook
- Excellent written and oral communication skills

**Language:** Ability to respond effectively to the most sensitive inquires or complaints. Ability to effectively present information to the general public.

**Mathematical:** Ability to calculate figures and amounts such as percentages

**Reasoning:** – Ability to work independently, make decisions, plan and implement projects

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to use hands to finger and handle objects, tools or controls. The employee must be able to talk, hear and see. The employee must occasionally lift and or move up to 50 lbs. Ability to perform physical tasks normally associated with maintaining a house, managing inventory and supplies. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.