



Guest Services Associate

Ronald McDonald House Charities of Oklahoma City (RMHC-OKC) creates a home-away-from-home and supportive community for families with seriously ill or injured children seeking medical treatment in the Oklahoma City area. As such, the Guest Services Associate should feel comfortable interacting with families from diverse cultural and economic backgrounds within a semi-medical environment.

Duties and Responsibilities

The RMHC-OKC Guest Services Associate first and foremost supports the mission of Ronald McDonald House Charities of Oklahoma City. The Guest Services Associate helps to promote an atmosphere of warmth and support for the families served which is conducive to their rest and relaxation.

Guest Relations

- Promotes an atmosphere of support, warmth, understanding and open communication with guest families, volunteers, medical community and staff
- Receives referrals from the medical community and keeps accurate guest family records in strict adherence with privacy guidelines
- Prioritizes referrals on the wait list in accordance with guidelines, striving to serve as many families as possible
- Greets and registers guests who check into the House or Family Room, gives tours and orients guests to policies and services.
- Checks families out of the House/Family Room Sleep Rooms at the end of their stay
- Prepares a meal from the food pantry when the evening meal is not provided by a volunteer group (Ronald McDonald House only)
- Ensures policies and procedures are being followed, addressing any issues in a courteous manner
- Identifies and reports special needs of guests to the House/Family Room Manager as appropriate

Community Relations

- Greets and assists visitors
- Receives and processes donations
- Answers phones and takes messages

- Assists the House/Family Room Manager in identifying the need for volunteer services
- Maintains good working relationships with volunteers and reports any concerns to the House/Family Room Manager
- Provides direction to volunteers when the House/Family Room Manager is not available
- Responsible for coordination of Guest Chef volunteers (Ronald McDonald House only) and promoting safe food handling practices at the House/Family Room

House/Family Room Operations

- Follows procedures to ensure safety of House/Family Room guests and property
- Maintains awareness of situations that may have the potential to escalate and exercises good judgment in problem solving
- Handles emergency situations that occur per RMHC-OKC guidelines and policies, promptly notifies others (House/Family Room Manager, CEO, emergency responders, security staff, etc) as warranted, calmly and appropriately directs families, volunteers and guests in such instances
- Reports security concerns to House/Family Room Manager or the proper authority as appropriate
- Secures keys and room cards, reports missing or malfunctioning items to the House/Family Room Manager
- Opens/closes assigned facility as required
- Maintains detailed activity log and reviews with next manager on duty to ensure smooth operation of the House/Family Room
- Maintains accurate records of room deposits and activity passes
- Responsible for cleanliness/sanitation and orderliness of all areas of House/Family Room in accordance with House/Family Room policies and procedures
- Assists with guest room cleaning and launders linens after check out to prepare rooms for subsequent guests
- Identifies supplies needed and keeps storage areas organized
- Identifies and reports maintenance needs to the House/Family Room Manager
- Assists in promoting good relations and ensuring policies and procedures are understood by guests, volunteers, and clinical providers

Self-Development

- Keeps a positive attitude as a team player and source of support
- Serves as an ambassador for RMHC-OKC, appropriately communicating the mission and purpose of the charity
- Promotes a positive image of RMHC-OKC through communication, behavior, and professional dress and attitude.

Qualifications

- High School education required, some college preferred
- Bi-lingual (Spanish and English speaking) preferred
- Follows instructions and demonstrates an eagerness to learn
- Takes initiative and exercises good judgment
- Demonstrates patience, maintains positive attitude and sense of humor

- Good time management, organizational skills, and the flexibility to work effectively with interruptions
- Maintains high standards for professionalism, discretion and confidentiality
- Interfaces comfortably and appropriately with diverse audiences including Families, Volunteers, Staff, Board of Directors, Medical Personnel, Donors, and Visitors
- Utilizes technology to facilitate greater results for the mission, has basic proficiency in Microsoft Office programs with the ability to learn and utilize other databases and applications as needed
- Ability to lift 25 pounds, move quickly, and be on your feet for periods of time
- Availability to work some holidays, nights/weekends

Employment Status

- Guest Services Associate is an hourly position
- Reports to the Ronald McDonald House Manager or Ronald McDonald Family Room Manager

The job description is for informational purposes only. Additional duties consistent with the responsibility level may be assigned. **Interested candidates should submit their resume to careers@rmhcokc.org. Please include Guest Services Associate as the subject line and include preferred location/schedule.**