



## **Guest Services Coordinator - Family Room**

### **Job Description**

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

- Coordinate the day-to-day operation of the Family Room - helping families reduce stress and improve overall quality of life while accessing the Family Room.
- Greets and registers guests, gives tours and orients guests to policies and services.
- Record and tally Family Room usage and works with Guest Services Manager to determine any issues that need to be addressed.
- Ensures policies and procedures are being followed, addressing any issues in a courteous manner.
- Identifies and reports special needs of guests to Guest Services Manager as appropriate.
- Receive and process donations.
- Answers phones and takes messages.
- Assists the Volunteer Manager in identifying the need for volunteer services
- Maintains good working relationships with volunteers and staff, and reports any concerns to their Manager.
- Provides direction to volunteers when the Volunteer Manager is not available.

### **House and Family Room Operations**

- Follows procedures to ensure safety of guests and property.

- Maintains awareness of situations that may have the potential to escalate and exercises good judgment in problem solving.
- Reports security concerns and handles emergency situations that occur per RMHC-OKC guidelines and policies, promptly notifies others (Manager, Director of Operations, CEO, emergency responders, security staff, etc) as warranted, calmly and appropriately directs families, volunteers and guests in such instances.
- Secures keys and room cards, reports missing or malfunctioning items to their Manager.
- Responsible for cleanliness/sanitation and orderliness of all areas in accordance with policies and procedures.
- Assists with cleaning and launders linens daily.
- Identifies supplies needed and keeps storage areas organized.
- Identifies and reports maintenance needs to their 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) helpful
- 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 and flexibility to work holidays, nights/weekends on occasion

### **Employment Status**

- Guest Services Associate is a full-time hourly position
- Reports to: Guest Services Manager
- Position will be officed at Ronald McDonald Family Room at Oklahoma Children's Hospital (Parking pass provided)

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](mailto:careers@rmhcokc.org). Please include Guest Services Associate Part Time as the subject line.