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**Guest Services Manager**

Ronald McDonald House Charities® Oklahoma City (RMHC-OKC) keeps families of sick children together and close to the care and resources they need by providing a place like home and supportive community for families seeking medical treatment in the Oklahoma City area.

The Guest Services Manager’s primary focus is the management of the day-to-day operations of the Ronald McDonald House and Ronald McDonald Family Room programs, promoting an atmosphere of support, warmth, understanding and open communication.

The ideal candidate possesses the following characteristics:

* Compassionate
* Detail and quality oriented
* Welcoming personality
* Supportive supervisor
* Tireless

## **Duties and Responsibilities**

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## **Guest Services**

## Reviews, recommends and implements guidelines and policies in conjunction with the CEO and Director of Program Operations to provide a welcoming and pleasant experience in program spaces

* 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
* Responds to special needs of guest families within program parameters
* Assists in promoting good relations and ensuring policies and procedures are understood by staff, guests, volunteers, and members of the medical community making referrals, addressing any issues in a courteous manner
* Identifies new and changing needs, recommends, plans and implements new programs and program changes
* Coordinates the Guest Chef volunteer program to provide evening meals and may assist in cooking food or preparing evening meals for house guests, following safe food handling procedures and maintaining a clean kitchen environment.
* Maintains detailed activity log and reviews with all staff members to ensure clear communication and smooth operation of the program facilities

**Management**

* Supervises staff, assigns work, provides direction and ensures compliance with established standards while promoting a supportive team environment
* Performs personnel functions including hiring, disciplinary actions and performance/wage reviews assuring compliance with applicable internal policies, keeping the Director of Program Operations and CEO apprised of personnel related issues
* Responsible for training and development of staff and volunteers
* Completes payroll tasks accurately and on a timely basis for the department
* 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 (Director of Program Operations, CEO, emergency responders, security staff, etc.) as warranted, calmly and appropriately directing families, volunteers and guests in such instances
* Identifies and reports maintenance needs and co-authors work order requests through the 1-Call system.
* Secures keys and access cards, reports missing or malfunctioning items to the Director of Program Operations.
* Promotes a safety conscious culture for staff, guest families and volunteers, responding promptly to incidents and proactively to prevent hazards
* Identifies supplies needed and keeps storage areas organized
* Assists in identifying opportunities for in-kind donations and volunteer opportunities to best serve the charity
* Facilitates content development and coordination to share guest family stories in support of the Charity’s mission.
* Assists with public relations, offering tours and speaking at events

# Qualifications

* Bachelor’s Degree in a related field or equivalent work experience
* Minimum 3 years supervisory experience of a group of 5 or more individuals
* Bi-lingual (Spanish and English speaking) preferred
* Demonstrates basic proficiency in Microsoft office with the ability to learn and utilize other databases and applications as needed
* Possesses a valid Oklahoma Driver’s License
* Able to lift 25 pounds, move quickly, and be on your feet for periods of time

# Employment Status

* The Guest Services Manager is a full-time exempt (salaried) position.
* Hours are 8:00 am to 5:00 pm Monday – Friday. Hours must be flexible to accommodate program coverage needs and scheduled events; may include some evenings, overnights, and weekends. May be assigned to be on call overnight or weekends, handle emergency situations and other urgent circumstances outside regularly scheduled hours.
* Supervises 10-15 Guest Services Coordinators (FT) and Guest Services Associates (PT) across two locations.
* Reports to the Director of Program Operations

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 Manager as the subject line.**