

RONALD McDONALD HOUSE CHARITIES® OF CENTRAL ILLINOIS

JOB DESCRIPTION

GUEST SERVICES ASSOCIATE

OVERVIEW:

The part-time Guest Services Associate (GSA) is responsible for evening (4pm – midnight), and/or weekend management of the Ronald McDonald House ® (RMH). The primary function of the Guest Service Associate is to provide guest services and meet facility needs during scheduled hours. The Guest Services Associate reports directly to the Family Services Manager, who reports to the Chief Operating Officer.

In the spirit of teamwork, the GSA interacts in collaboration with House staff and volunteers to provide support and assistance in the fulfillment of goals and objectives.

PRIMARY RESPONSIBILITIES:

- In charge of the Ronald McDonald House, its property, and its guests during scheduled hours
- Assists with guest services per established policies and procedures, to include: Guest check-in/out, taking of referrals, meeting guest needs, completing background checks on guests and updating registered guest and wait lists
- Maintains community living setting by enforcing rules and policies. Intervene with appropriate action and prepare required documentation as needed. Inform Family Services Manager when appropriate
- Cleans guest rooms and common areas of the House as needed per RMHCCI and Board approved cleanliness standards
- Communicates with hospital and other service provider office staff as needed regarding guest referrals
- Checks House communications channels, including email regularly.
- Handles emergency situations or other circumstances that require immediate attention while on duty. Immediately notifies the on-call manager during emergencies and completes Incident Reports as needed
- Maintains the security of the House, its contents and guest families
- Accepts and documents donations
- Answers telephones and doors as needed
- Maintains supportive and open communications with guests
- Occasionally prepares meals as needed for guest families
- Assists with reasonable duties identified by the Family Services Manager or other House staff

- Promotes a positive image of Ronald McDonald House Charities through communications, behaviors, and a professional attitude

VOLUNTEER RELATIONS:

- Occasionally supervises service project and Meal Program volunteers during on-duty hours

REQUIREMENTS:

- Experience working in human services, health services, guest services or related field
- Demonstrated ability to effectively work with people from variety of backgrounds, especially families in crisis
- Sound judgment, decision-making skills and assertiveness skills
- Demonstrated ability to work independently or part of a team
- Responsible, dependable, flexible, trustworthy and able to function with minimal direct supervision
- Ability to communicate effectively both verbally and in writing
- Maintain Food Service Sanitation license
- Experience with MS Office, Google email and calendar and data entry.
- Works well with volunteers.
- Reliable transportation

WORKING CONDITIONS AND PHYSICAL EFFORT:

This position has some physical demands that include, but are not limited to:

- Standing for extended periods of time.
- Climbing ladders.
- Frequently bending.
- Reaching, lifting and/or carrying up to 55 pounds.
- Ability to climb up and down stairs

WORK SCHEDULE:

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 job.
