

RONALD McDONALD HOUSE CHARITIES® OF CENTRAL ILLINOIS

JOB DESCRIPTION

GUEST SERVICES ASSOCIATE

OVERVIEW:

The part-time Guest Services Associate (GSA) is responsible for evening, and/or overnight, 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 Peoria Program Director, who reports to the Chief Executive 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 Program Director 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.
- Completes shift reports based on scheduled hours (evening, overnight, weekend). A report must be completed for each shift worked and submitted to the Program Director.
- Checks House communications channels, including email regularly. Regularly logs into background check system to ensure activation.
- 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.
- Completes time sheets timely and accurate.
- Assists with reasonable duties identified by the Program Director 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 Guest Chef Meals from the Heart 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 Certification in CPR / First Aid.
- Maintain Food Service Sanitation license.
- Experience with MS Office, Google email and calendar and data entry.
- Works well with volunteers.
- Reliable transportation.

DRESS CODE:

RMHCCI will provide polo shirts. Nice jeans, khaki pants or knee length shorts may be worn with the provided shirt. Clean, comfortable shoes for walking and stair climbing are recommended.

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
- Shoveling snow
- Due to our work in hospitality and near the medical industry it is periodically expected of all RMHCCI employees to assist guests during occasional vermin situations such as scabies, lice

and bed bugs as to avoid mass outbreaks and infestations. Staff will be given proper protection and training on protocols to handle such situations safely and orderly.

WORK SCHEDULE:

Will vary as needed but not to exceed 30 hours per week. 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.

If you have any questions or do not understand the job description as written, please contact the Chief Executive Officer.

I verify that I have read and understand the above job description. I further understand that a signed copy of this job description will become a part of my personnel file.

Date _____ Employee's Signature _____