



Keeping families close

JOB DESCRIPTION

Title: Guest Services Manager - Weekend

Status: Non-exempt, hourly.

Schedule: Saturday 8 a.m. – Monday 8 a.m. 1 weekend (48 hours) once every five weeks.

Reports to: Executive Director

Supervises: Volunteers

Summary: The Guest Services Manager - Weekend is responsible for both guest services and house operations. The individual will be accountable for stewardship of the mission to provide comfort, care and support to children and families of RMHC of Marshfield. This position is part of a team that works 24/7, year-round to provide high-quality customer service and care to guests staying at the Ronald McDonald House ("RMH" or "House") and consistent with policies and standards set by the Board of Directors of Ronald McDonald House Charities of Marshfield.

Essential Duties and Responsibilities

This position shall include but is not limited to the following:

Guest Services

- Welcome and acknowledge all guests in a compassionate, supportive and timely manner; anticipate and address guests' needs.
- Act as first point of contact and effectively problem solve any issues that may arise during scheduled shift.
- Provide concierge-level service for guest check-ins, check-outs, orientations, tours and other guest needs that may arise, following procedures and policies set forth by the House.
- Oversee processing and prioritizing of the room referral process during shift. Ensure priority is honored, policies and procedures are communicated gracefully and guest data is processed accurately.
- Advise the guests of the House guidelines and expectations and follow through with real-time enforcement of these guidelines. Provide written information to Executive Director of any incidents and the follow-up action taken.
- Communicate with appropriate hospital staff as needed in a professional and friendly manner.
- Supervises activities of guests and community service volunteers.

House Operations:

- Inspect, clean and organize common areas throughout the House.

- Document maintenance and enhancement needs for the Executive Director. Attend to simple facility needs if possible (i.e. replacing light bulbs, locating supplies, etc.)
- Document and communicate any significant happenings and ensure subsequent shifts are well-informed.
- Record and verify financial transactions, including donations and merchandise sales.
- Provide appropriate daily assignments, supervision and training of House volunteers.
- Maintain up-to-date knowledge of emergency procedures and security protocols. Uphold RMH standards of safe guest accommodations and working conditions.
- Provide leadership and direction in the event of House disturbance, including appropriate communication and implementation of disaster plans.
- Operate as House representative with all volunteers and visitors. Provide warm customer service as the host for Home for Dinner meal groups. Communicate guidelines and maintain record of all volunteers and visitors.
- Process in-kind donations according to procedure.

Qualifications:

- Bachelor's degree preferred.
- 3+ years of supervisory experience preferred.
- Good problem solving and keen judgement a must.
- Experience with family clientele preferred.
- Must be proficient in Microsoft Office software suite and comfortable using hospitality database.
- General knowledge and demonstrated experience with office management.
- Must be organized, focused and have track record of excellent judgement.
- Must be able to multi-task and be willing to work irregular hours or holidays as necessary.
- Must demonstrate highly developed customer service skills.
- Must be able to pass a comprehensive background check.
- Positive attitude, pleasant demeanor and appropriate dress required.

Language Skills:

Ability to read and interpret information in English. Ability to write reports, business correspondence and thank you cards. Ability to effectively present information and respond to questions from other guest service managers, guests, board members, donors and the general public; ability to present facts and recommendations effectively in oral and written form. Candidates with multi-language skills encouraged to apply.

Physical Demands: Job duties regularly require sitting for extended periods of time, standing, walking; reaching with hands and arms, climbing or balancing; stooping,

kneeling; talking or hearing. Frequently lift and/or move up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, must be willing to work independently. The noise level in the work environment is usually quiet to moderate.

To apply, please email resume and references to Iilee Pederson, Executive Director at iilee@rmhcofmarshfield.org

*Thank you for your interest in joining the staff of
Ronald McDonald House Charities of Marshfield.*