



Title: **Director of House Operations and Guest Services**

Status: Full-time, 40 hours per week, Non-exempt

Reports to: Executive Director

Supervises: Guest Services Managers, Volunteers

At Ronald McDonald House of Marshfield, we have a culture of gratitude, fun, collaboration, and compassion. The Director of House Operations & Guest Services must be exceptionally talented, driven, organized and – most importantly – passionate about people.

The Director of House Operations & Guest Services manages internal House operations and is the primary staff contact throughout their shift for guest families staying at the House. The director is responsible for maintaining a home-like and supportive environment, directing the work of direct reports (Guest Services Managers) and volunteers while assuring that services and programs are provided in a manner consistent with current policy and procedures.

THIS JOB MIGHT BE FOR YOU IF:

- You are innovative and outgoing with an ability to balance compassion with assertiveness.
- You are innovative and outgoing with an ability to balance compassion and empathy with assertiveness.
- You enjoy building relationships with a diverse group of people.
- You are timely, great at prioritizing, and multi-tasking.
- You have effective communication skills.
- You are highly motivated and a self-starter.
- You are meticulous about detail and accuracy while working effectively in a fast-paced environment.
- You want to love what you do and make an impact on families with hospitalized children!

Job Qualifications

- Bachelor's degree or equivalent experience in related fields.
- At least 3 years of management experience preferred.
- Exceptional collaboration, guest relations, and communication skills.
- Understand and practice confidentiality.
- Strong computer skills.

CORE EXPECTATIONS:

- Lead with core values of collaboration, gratitude, inclusion, integrity, joy.
- Compassionately and fairly assist our guest families during their stay.

- Collaborate effectively with medical professionals.
- Must be innovative, outgoing, and enthusiastic with an ability to balance compassion and empathy with assertiveness.
- Demonstrate objectivity, fairness, tact, and confidentiality.

#### COMPETENCIES:

- General knowledge and demonstrated experience with managing a diverse group of professionals.
- Self-starter, with ability to take initiative (within realm of responsibilities).
- Must be proficient in Microsoft Office software suite and confident in ability to learn hospitality and donor database.
- Must be organized, focused, and have a 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.
- Desire to network on behalf of RMHC of Marshfield to increase financial support and occupancy of Ronald McDonald House.
- Must be able to pass a comprehensive background check.
- Must have a valid driver's license and reliable transportation.

#### KEY RESPONSIBILITIES:

- Provide an atmosphere of warmth and support by interacting with guests, meeting guests' needs, providing information and/or referrals, and by maintaining positive guest relations. Be an empathetic and understanding listener.
- Maintain a safe community living setting guided by House rules and policies.
- Assure timely and accurate data entry support for databases.
- Maintain ongoing communications with guests regarding planned activities, upcoming events, and related issues by distributing notices and/or one-on-one communication.
- Oversee special events in and around the House such as family activities, children's programs, tickets to local attractions. Refer families to available resources and support organizations.

#### Guest Services

- Welcome and acknowledge all guests in a compassionate, supportive, and timely manner; anticipate and address guests' needs.
- Function 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.

#### House Operations:

- Oversees staff and volunteers to maintain the cleanliness and neatness of all areas per global House standards.
- Manage scheduling of repairs with Executive Director, housekeeping staff or vendors as needed.
- Record and verify financial transactions, including donations and merchandise sales.
- Manage input of guest information and donations into hospitality and donor databases.
- In conjunction with Executive Director, makes policy recommendations to ensure families receive the highest level of support within the scope of RMHC.
- Coordinates response with Executive Director to emergency situations affecting the House or guests, volunteers, visitors, or staff. Provide leadership and direction in the event of House disturbance, including appropriate communication and implementation of disaster plans.

#### Volunteer Utilization:

- Provide appropriate daily assignments, supervision, and training of House volunteers.
- Plans and executes training for all guest service volunteers annually.
- Professionally trains new guest service volunteers.

#### Other Responsibilities:

- Assist Executive Director with Ronald McDonald House Charities of Marshfield marketing, communications, and fundraising efforts such as special events.
- Maintain positive working relationship with medical professionals at Marshfield Children's and Marshfield Clinic Health System.
- Maintain positive relationship with vendors, other Ronald McDonald Houses, volunteers, McDonald's, and other persons associated with Ronald McDonald House of Marshfield.
- Attend, communicate relevant information with staff and participate in staff meetings, operations meetings, and daily shift changes.
- Cooperate with co-workers and other Guest Services Managers concerning House coverage during vacations and holidays.
- Other duties as assigned.

#### WORK SCHEDULE AND HOURS:

This is a non-exempt 40-hour per week position that requires a flexible schedule, as occasional holiday, evening, and weekend hours may be required to ensure 24/7/365 House coverage or special events. Typical work week hours are Monday through Friday 7:45 a.m. – 4:15 p.m.

#### 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 thirty pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### BENEFITS:

- Competitive pay
- Paid time off
- Annual retirement contribution
- Overtime pay *(if applicable)*

#### *To apply:*

Please email a cover letter, salary requirements and resume to lilee Pederson, Executive Director at [lilee@rmhcofmarshfield.org](mailto:lilee@rmhcofmarshfield.org).

RMHC of Marshfield offers a competitive compensation package and the opportunity to help give comfort and shelter to families experiencing the stress of having a hospitalized child. EOE.

*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 position.*