



Ronald McDonald
House Charities®
Central Indiana

Title	Guest Services Volunteer
Department(s)	Operations
Reports to	Guest Services Manager or Manager on Duty

Purpose of Position:

- As the House's front-line customer service providers, assist paid staff with providing Houseguests with a pleasant and comfortable place to stay and visit. Provide listening support to the Houseguests as needed.

Responsibilities:

- Keep updated on the current policies and procedures by reading the monthly volunteer newsletter, the Volunteer Need to Know binder at Limestone and attending specially scheduled mentor meetings.
- Provide an atmosphere of warmth and support by interacting with Houseguests, providing information, answering questions and by being an understanding listener (not counselor). Provide general assistance to Houseguests as needed.
- Answer and direct incoming telephone calls. Greet and assist visitors.
- Help fill open rooms by notifying families of available rooms according to approved procedures.
- Perform guest check-in, orientation and check-out tasks.
- Perform daily House operation and housekeeping tasks as requested by staff.
- Circulate through the House to identify potential problems that might need attention.
- Assist staff as needed with special projects.
- Follow the policies and the procedures established by the House.
- Refer to provided reference tools and House personnel when seeking information.

Commitment:

- One year commitment.
- Establish an on-going schedule which consists of volunteering a minimum of one 3-hour shift every other week.

Qualifications:

- Must be at least 18 years of age.
- Personable, patient, flexible and a good communicator.
- Able to deal with the public in a helpful and supportive manner.
- Resourceful and able to work independently while also able to accept direction.
- Able to represent the House in a professional manner.
- Demonstrate respect for confidentiality.

Training:

- Complete 12 hours of "basic" training working with trained volunteer mentors.

- Will be provided with volunteer handbook.
- Will receive monthly volunteer newsletter containing updates.

Miscellaneous

- Will receive volunteer shirt and name badge

Location:

- Limestone or Riley

Updated 6/14/17