



Ronald McDonald House Charities of Central Indiana, Inc.

Rev. 06/2018

TITLE: Intern – Operations (*Unpaid Internship*)
REPORTS TO: Guest Services Manager and House Operations Associate
DEPARTMENT: Operations
SUMMARY: This position is designed to provide the intern with leadership experience at Ronald McDonald House Charities of Central Indiana (RMHCCIN) to include office management, volunteer relations, inventory control, guest relations, and house maintenance. The internship will cover responding to emergencies, problem solving, service group/volunteer supervision, policy and guideline management and planning.

KEY RESPONSIBILITIES:

- Learn and assist with day to day operations at Limestone House including office management.
- Functioning as a member of the Operations Team.
- Assisting with specialized programs such as maintenance/room checks, database management, and inventory control.

COMMITMENT:

The preference is to have a semester long internship at minimum. However, we are willing to negotiate the term for the length of service based on the needs and requirements of the individual intern. The goals and responsibilities will be tailored to the needs of the intern based on their availability.

10-20 hours per week. Actual schedule to be determined.

QUALIFICATIONS:

- Basic administrative and computer skills, including proficiency and accuracy in Microsoft Office.
- Excellent interpersonal and communication skills
- Able to manage work stress well and open to learning stress management skills
- Ability to react in proactive manner to a crisis or stressful situations
- Able to interact with volunteers of all kinds
- Maintain confidentiality and model healthy communication skills
- Dependable/on time
- Open to new ideas and being flexible in thought
- Accepting of a diverse guest population

TRAINING:

The intern will be trained in the basics of the RMHCCIN in administration, facilities, guest services and other departments within the RMHCCIN.

**LOCATION:**

The initial assignment will be with the Guest Services Manager and House Operations Associate at Limestone. The intern will be assigned office space in the Operations area and provided with a computer log on ID. Other office space and equipment assignments will be managed through the Operations Team working with the intern.

POTENTIAL PROJECTS:

- Data entry (scanning documents to records in Exceed database system, training volunteers on Exceed usage)
- Room record management (creating database in Excel, updating data)
- Inventory control (cleaning products, Welcome/Take Home bag inventory, hygiene items, cleaning products, janitorial supplies, etc.)
- Assisting with service groups to do facilities/maintenance projects (preparing supplies for use, instructing/supervising service group volunteers, putting supplies away)
- Guest management (room key usage, maintenance/room checks, eligibility screening, etc.)
- Special projects as assigned

Please submit your application, cover letter and resume to:
Mary Friend, Volunteer Resources Manager – mfriender@rmhccin.org