



Ronald McDonald House Charities of Central Indiana, Inc.

Rev. 06/2018

TITLE: Intern – Guest Services (*Unpaid Internship*)
REPORTS TO: Guest Services Manager
DEPARTMENT: Operations
SUMMARY: Assist the Guest Service Manager at the Ronald McDonald House located Riley Hospital for Children at Indiana University Health with coordinating our volunteer staff and providing our Houseguests with a supportive and comfortable place to stay and visit while caring for a hospitalized child.

KEY RESPONSIBILITIES:

- 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.
- Assist with performing guest check-in, orientation and check-out tasks.
- Assist with daily House operations and housekeeping tasks.
- Circulate through the House to identify potential problems that might need attention.
- Assist with special projects.

COMMITMENT:

- One school semester (spring, summer or fall).
- Start and end dates are flexible, and to be determined by staff supervisor and the student.
- Approximately 6 hours weekly, specifics negotiable.

QUALIFICATIONS:

- Professional demeanor, solid organizational skills, good time management, ability to multitask.
- 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.
- Demonstrate respect for confidentiality.
- Experience working with a diverse population.
- Must have completed at least two years of undergraduate study.
- Concentrations of study may include hospitality, hotel management, human services or philanthropic studies.

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