



**Ronald McDonald
House Charities®**
Central Indiana

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

Purpose of Position:

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

Responsibilities:

- Provide an atmosphere of warmth and support by interacting with guests, providing information, answering questions and by being an understanding listener (not counselor). Provide general assistance to guests 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.
- Assist with guest check-in, orientation, and check-out tasks.
- Perform daily operational and housekeeping tasks, including resetting rooms for the next family.
- Circulate through the facility to identify potential problems that might need attention.
- Assist staff as needed with special projects.

Commitment:

- Six-month commitment
- Establish an on-going schedule which consists of volunteering a minimum of one 3-4-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:

- Attend RMHCCIN orientation
- Complete Riley Hospital’s onboarding to volunteer inside Riley
- Complete 9 hours of “basic” training working with trained volunteer mentors.
- Will receive weekly, updates via email.

Miscellaneous

- Will receive volunteer shirt and name badge