



**Ronald McDonald
House Charities®**
Central Indiana

JOB TITLE: Guest Services Assistant

DEPARTMENT: Operations

STATUS: Part-Time

SALARY RANGE: \$13/Hour

PURPOSE OF ORGANIZATION

Ronald McDonald House Charities of Central Indiana is a local part of a global charity that keeps families together as they face the biggest challenges of their lives. We provide a *home away from home* for families with ill or injured children receiving care at Indianapolis-area hospitals.

JOB SUMMARY

The Ronald McDonald House Charities of Central Indiana Guest Services Assistant works in collaboration with staff and volunteers to ensure exceptional service to those utilizing services at RMHCCIN. Like all team members, this role is committed to offering an equitable and compassionate level of care to all guests. The Guest Services Assistant is an hourly part-time employee who serves in the role every other weekend and some weekdays and/or evenings (as needed). Specific weekends and holidays may vary.

PRIMARY RESPONSIBILITIES:

Guest Support/Services

- Maintain confidentiality while serving as a point of contact for all guests staying, assist guests with various requests and needs.
- Provide an atmosphere of warmth and support by interacting with guests and maintaining positive guest relations.
- Maintain community living setting by enforcing rules and policies. Intervene with appropriate action as needed. Inform hospital social work staff when appropriate.
- Adhere to RMHCCIN and/or partnering hospital policies and procedures to ensure a safe and secure environment for all patients and guests.

Program Operations

- Manage house operations per established policies and procedures.
- Maintain excellent communications and working relationship with hospital social work.
- Perform all RMHCCIN Operations opening and closing procedures.

Volunteer Relations

- Provide training and mentoring to ensure knowledge and adherence to all Operations policies and procedures.
- Assign the right task to ensure accuracy, completion, and exceptional quality of service
- Equip volunteers with resources and information to fulfill the needs of the guest and program operations
- Collaborate with the Volunteer Manager to support program related service groups and activities
- Promote a positive experience for volunteers and when necessary, provide supervision and guidance

PREFERRED EDUCATION & EXPERIENCE

- COVID-19 Vaccinated (Must be able to provide proof of vaccination)
- HS Diploma required
- Working towards human services, social work, or any related college degree preferred
- Minimum of 1-2 years' experience working in human services, health services, guest services, or related field
- Previous experience working with volunteers
- Fast-paced environment where needs and tasks regularly change
- Proficient in MS Office Excel, Outlook, and Word
- Basic awareness of using software management system

COMPETENCIES & SKILLS

- Can find effective solutions to problems; demonstrates ownership, is resourceful and proactive
- Adaptable to change and finds opportunities to strengthen the mission and priorities of RMHCCIN when leading with families at the core of services
- Serve all families, partners, and colleagues in an inclusive and equitable manner while maintaining professional boundaries
- Adhere to maintaining patient and guest confidentiality in compliance with HIPAA

PHYSICAL REQUIREMENTS

- Constantly moves around facility to interact and perform operational needs
- Frequently positions self to load and unload carts, stock shelves and pantry
- Perform basic laundry and housekeeping tasks
- Frequently transport items that weigh up to 20 pounds

This job description is not a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job, and it may change at any time with or without notice.

BENEFITS: Free snacks & drinks, 401k Retirement

Ronald McDonald House Charities of Central Indiana is an equal opportunity employer and at will employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. Further, RMHC Central Indiana takes affirmative action to ensure that employees are treated equitably and fair during employment without regard to any of these characteristics.