



## **Ronald McDonald House Arkansas & North Louisiana, Inc.**

### **Ronald McDonald House: Washington Regional and Ronald McDonald House Family Room: Mercy**

#### **Full-time Guest Services**

**Reports to:** Program Manager

**Description:**

While serving families with the highest level of customer service and integrity, this position is responsible for general operational duties, light housekeeping, inventory of supplies, and ensuring all policy, procedures, and all guests adhere to guidelines of the Ronald McDonald House and Ronald McDonald House Family Room®. The Family Services staff will be responsible for keeping up with daily records and logs of all guests as well as reporting any problems to the Program Manager or hospital security if necessary. This position will perform additional administrative tasks as assigned by the Program Manager.

**Hours Available:**

This is a non-exempt, full-time, hourly position offering 40 hours per week. Shifts are determined by Program Manager with day, night and weekends required. The Fayetteville House is staffed 24 hours a day with overnight shifts available, 365 days per year, 7 days a week. The Rogers Family Room is staffed 8am-9pm, 365 days per year, 7 days a week.

**Responsibilities:**

- Align with the culture of Ronald McDonald House Arkansas & North Louisiana by demonstrating a commitment to our core values.
- Represent the House and Family Room in a professional, knowledgeable manner using the mission and values as a guiding principle
- Report to scheduled shifts in a timely and reliable manner
- Attend monthly team meetings
- Maintain daily records
- Provide tours to first time guests or visitors
- Answer telephone and direct calls
- Clearly Communicate with Hospital Staff and Program Manager about matters pertaining to House and Family Room
- Complete daily and monthly tasks such as checking in guests, housekeeping duties, inventory of supplies, and collecting and reporting payments and donations as they arrive
- Uphold Ronald McDonald House policies & procedures as needed
- Exercise good judgment and decision making on any issues concerning the operations of the House and Family Room and its guests
- Proactively identify and anticipate needs and ways to maximize customer service and promote an atmosphere of encouragement and support
- Maintain good working relationship with hospital staff, Ronald McDonald House staff, and volunteers
- Offer resources to families serving as a liaison between hospital personnel, guests, and the community

- Assist Program Manager in the recruitment of meal groups, special programs, and grant writing as needed
- Assist Program Manager with administrative duties as assigned

**Qualifications and Requirements:**

- Ability to interact and have strong communication skills with people from diverse backgrounds
- Strong record keeping and organizational skills
- Ability to anticipate issues before they happen and address them proactively
- Flexible schedule as Ronald McDonald House Arkansas and North Louisiana operates a program that is open 24 hours a day, 365 days per year, including holidays
- Must be at least 18 years of age and participate in a TB Test, Background Screening, and annual flu shots per hospital partner policy
- Subject to random drug testing
- Ability to lift up to 30 pounds
- Ability to sit, stand or walk for long periods of time
- Ability to work in Rogers and Fayetteville

**Benefits offered:** mileage allowance based on miles driven for Ronald McDonald House business, and other benefits awarded to non-exempt employees as stated in the Ronald McDonald House Arkansas & North Louisiana Employee Handbook.