



Job Title: Guest Services Associate

FLSA Status: Non-Exempt

Reports To: Director of Operations

Last updated: July 2024

Position Purpose: The Guest Services Associate (GSA) is one of the first and last contacts for anyone staying at or visiting the Ronald McDonald House. The Guest Services Associate is an important ambassador for RMHC (Ronald McDonald House Charities) and should be personable and caring in all interactions with guests, volunteers, donors, hospital staff and visitors. The GSA must be able to maintain a professional attitude while working in a busy, collaborative, and fast paced work culture. The Guest Services Associate ensures the continuity of House operations, safety, and security during normal business hours, after-hours, and weekend operations.

Position Expectations:

- Work with all the members of the RMHC – Richmond staff to achieve the goal of providing the best “family centered care” programs and services for families with children receiving medical care in Richmond.
- Maintain open communication with all RMHC (Ronald McDonald House Charities) - Richmond Staff
 - Process referrals and intake calls from hospital medical partners.
 - Handle guest check-in and check-out activities.
 - Function as a resource person for guests.
 - Check and review all work-related emails and correspondence upon arrival at work and throughout scheduled work shift.
- Light housekeeping is required during scheduled shifts to include cleaning and resetting rooms after families check out and tidy up communal areas of the House.
 - Process donations, packages and mail that arrive at the House during scheduled shift.
 - Greet and advise house and meal volunteers as needed.
 - Serve as a consistent staff member every week, as scheduled.
 - Maintain good public relations with neighbors and community.
 - All other duties as assigned.

Annual FLU or COVID vaccine required.

Knowledge and Skills:

- Prior knowledge of and experience with principles and practices of customer service, medical hospitality, social services, and non-profit agencies.
- Good interpersonal and time management skills.
- Requires effective oral and written communication skills.
- Computer proficiency.
- Have a valid driver's license.

Education and Work Experience:

- High School degree: an associate degree is preferred,
- Work experience in related field is preferred; OR
- Any similar combination of education and experience.

Essential Functions:

- Physical Demands: This position requires frequently lifting and carrying up to 25lbs. The House is four (4) stories with no elevator; stair climbing is necessary.
- Work Environment: Fast paced and busy during peak donation seasons. Required to shift or pivot priorities depending on staffing needs, work volume or guest family needs. While performing this job's duties, the employee may be exposed to weather conditions prevalent at the time.
- Dependability and willingness to be flexible.

Primary Work Location: Must be willing to work at the Monument or CHoR (Children's Hospital of Richmond at VCU) House.

Position hours:

- Hours worked may vary. Typical weekend shifts available include 9:00 am – 4:00 pm and 3:30 pm – 9:00 pm. Weekday evening hours are 4:00 pm – 9:00 pm and occasional overnight coverage shifts 11pm – 7am.

Part-time position pays \$15.00 hr.

To Apply: Email a resume and letter of interest to Greta Johnson, Chief Operating Officer at greta@rmhc-richmond.org