



**Job Title:** Overnight Guest Services Associate

**FLSA Status:** Non-Exempt

**Reports To:** Weekend House Manager

**Last updated:** October, 2023

**Position Summary:** The Overnight Guest Services Associate is usually one of the first and last contacts for anyone staying at or visiting the Ronald McDonald House. The Overnight Guest Services Associate is an important ambassador for RMHC and should be personable and caring in all interactions with guests, volunteers, donors, hospital staff and visitors. The Guest Services Associate must be awake and alert while working and ensure the continuity of House operations, safety, and security during his/her or their assigned shift.

**Position Responsibilities:**

- Work with all the members of the RMHC – Richmond staff to achieve the goal of providing the best possible "Home Away from Home" services for families with children receiving medical care in Richmond.
- Maintain open communication with all RMHC - Richmond Staff
- Handle guest check-in and check-out activities during overnight hours
- Act as a resource person for guests by staying informed of family's medical appointments and needs.
- Responsible for checking and reviewing all work-related emails and correspondence upon arrival at work and throughout scheduled work shift.
- Moderate housekeeping includes cleaning and resetting rooms after families check out.
- Make rounds and inspections of the internal and external house as well as inspection of vacant guest rooms and ensure that all rooms are ready for potential referral.
- Report any bigger needs to the appropriate staff member.
- Greet and advise house volunteers and meal volunteers as needed.
- Serve as a consistent overnight staff member every week, as scheduled.
- Maintain good public relations with neighbors and community.
- All other duties as assigned.

**Knowledge and Skills:**

- Prior knowledge of and experience with principles and practices of 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:**

- An associate degree, overnight work experience preferred, OR
- Two years' experience in this or related field; OR
- Any similar combination of education and experience.

**Essential Functions:**

- **Physical Demands:** This position requires frequently lifting and walking with items that weigh up to 25lbs. The House is four (4) stories with no elevator; stair climbing is necessary.
- **Work Environment:** The House is the central hub for program operations with a constant flow of communication and traffic between guest families, vendors, volunteers and RMHC staff. While performing the duties of this job, the employee may also be exposed to weather conditions prevalent at the time.

**Reporting to This Position:** None

**Compensation Package:**

- The Overnight Guest Services Associate starting salary is \$15.00 per hour, paid weekly.
- Work hours: 11pm – 7am awake overnight on assigned shift during either the weekday OR weekend.