



**Job Title:** Weekend House Assistant

**FLSA Status:** Non-Exempt

**Reports To:** Director of Programs and Medical Partnerships

**Last updated:** April 6, 2022

**Position Summary:** The House Assistant is usually one of the first and last contacts for anyone staying at or visiting the Ronald McDonald House. The House Assistant is an important ambassador for RMHCA and should be personable and caring in all interactions with guests, volunteers, donors, hospital staff and visitors. The House Assistant also 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 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
- Function as a resource person for guests by staying informed of family's medical appointments and needs.
- Check and review all work-related emails and correspondence upon arrival to work and throughout scheduled work shift.
- Light housekeeping including cleaning and resetting rooms after families check out
- Report any bigger needs to the appropriate staff member.
- Greet and advise house volunteers 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.

**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:**

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

**Essential Functions:**

- Physical Demands: This position requires frequently lifting to 25lbs. The House is four (4) stories with no elevator; stair climbing is necessary.
- Work Environment: While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time.

**Reporting to This Position:** None

**Compensation Package:**

- The House Assistant will receive an hourly wage \$12.00 per hour, paid weekly
- Hours worked may vary. Typical weekend shifts available include 9:00 am – 4:00 pm; 3:30 pm – 9:00 pm and 9:00 pm – 9:00 am. Overnight coverage is "as needed" shift.

Please submit letter of interest or resume to Elizabeth Plowman, Operations Manager at [elizabeth@rmhc-richmond.org](mailto:elizabeth@rmhc-richmond.org)