



Job Description

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| <u>Job Title:</u> | Guest Services Coordinator |
| <u>Department:</u> | Guest Services |
| <u>Reports To:</u> | House/Guest Services Manager |
| <u>Classification:</u> | Full and/or Part- time |

The Guest Services Coordinator helps to ensure that Ronald McDonald House Charities of Central and Northern Arizona offer the most welcoming and hospitable guest services possible. The Guest Services Coordinator works closely with staff and volunteers to coordinate guest arrival and registration activities and serves as the daily contact and support for all guest families during their stay. The Guest Services Coordinator models RMHC's values and compassionate hospitality principles, reinforcing a culture of exemplary service for guest families.

Primary Duties and Responsibilities Include:

- Coordinate room assignments.
- Manage guest registration process: check in/check out, house tours, and access to their rooms.
- Serve as a resource for families for navigating transportation, neighborhood services, and family activities in the community.
- Provide on-site support for all programs and activities, in collaboration with the Volunteer Manager.
- Demonstrate commitment to compassionate hospitality principles with each family interaction and create a comfortable environment that encourages family cooperation and a home-like environment.
- Ensure a warm and welcome greeting to all families.
- Assure adherence to policies and processes that maintain the well-being of staff, volunteers and guests.
- Elevate issues and problems to the Guest Services Manager and/or Chief Operating Officer.
- Maintain proficiency in guest registration and guest management software systems; GRMHIS.
- Provide oversight and support guests using Common Areas, kitchen, and family room spaces.
- Maintain the cleanliness and orderliness of the Houses and Family Rooms.
- Maintain security protocols for guests.
- Provide daily summary of activities to ensure consistent communication and follow up between shifts.
- Coordinates and participates in evening meals, events, and celebrations. Acknowledges the dinner group's donation in a timely manner.
- Own/Assist with other duties as assigned.
- Maintains a clean environment and ensures resident clean-up program.
- Take out kitchen garbage nightly.
- Mops & cleans kitchen, family room, community area.
- Run dishwashers & empty nightly.
- Cleans out House fridges of leftovers, daily.
- Restocks family pantry, kitchen supplies, and coffee station as needed.
- Restocks and cleans rooms for new guests, as necessary.
- Responds appropriately to emergencies and incidents which threaten the safety and security of the Ronald McDonald House and guests.

Ronald McDonald House Charities of Central and Northern Arizona is an Equal Opportunity Employer.
This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.



House Maintenance

Supports the Facilities Manager and the Chief Operating Officer with maintenance and repairs, as noted from observation and guest requests.

Examples:

- Notify the Facilities Manager of any light outages by logging them into the daily log.
- Inspects grounds on nightly walks.
- Handles minor emergencies such as: unclogging bedroom sinks/toilet or mopping up any leaks in the Main House.

Experience Required:

Requires at least two years of work experience in a customer service or similar position that involves interaction with the public. Experience in the hospitality industry preferred.

Skills Required:

- Enthusiastic with excellent customer service skills
- Enjoy working with people and possess a friendly and outgoing personality
- Excellent listening skills
- Exceptional verbal, written, and interpersonal communication skills
- Basic computer proficiency, including email, Word and Excel, and database management
- Strong attention to detail
- Ability to work well under pressure, meeting multiple and sometimes conflicting priorities
- Good analytical and problem-solving skills
- Fluency in Spanish is strongly preferred

DISCLAIMER – OTHER DUTIES:

This is not an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the Guest Services Coordinator position. While it is intended to be an accurate reflection of the current position, management reserves the right to revise the position or to require that other or different tasks be performed when circumstances change (i.e. emergencies, changes in personnel or technological developments).

PHYSICAL DEMANDS:

- Sits at desk 20-30% of the day. Significant physical activity at other times.
- Near visual acuity essential for reading.
- Speaking and hearing essential for communication.
- Able to lift and transport up to 50 pounds.
- Must be able to walk up and down stairs.

COMPENSATION:

This is a hourly, non-exempt position. Benefits are offered to full-time employees and include.

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Organizational Values:

- Responsibility: Act with respect and accountability.
 - Work as a unified team: one organization, one family, with one mission.
 - Model honesty and transparency.
- Meaning: Approach every opportunity with integrity, passion, gratitude, and humor.
 - Keep the RMHC mission at the heart of what you do.
 - Treat others the way they would like to be treated.
- Hospitality: Create places where everyone feels welcome, engaged, and heard.
 - Create and maintain strong, positive relationships.
 - Slow down and take the time to listen.
- Change: Learn and grow, with respect for the past and hope for the future.
 - Pursue educational opportunities to develop professionally.
 - Respond creatively and openly to the changing environment.

Compassionate Hospitality Principles – putting VALUES into action

1. Every guest is the most important guest – seek to give each individual guest 100% attention and create a community in which all people are welcomed and valued.
2. Meet the guests, “where they are” – and ensure they can spend as much of their time and emotional energy on the child in treatment.
3. When faced with a guest request, issue or need, make reasonable accommodations to best serve the guest in that moment.
4. Ask yourself, “What have I done today to elevate the guest experience?”
5. Take pride and responsibility for the physical appearance of each house and family room, ensuring high levels of cleanliness and comfort.