



Job Description

Job Title: House/Guest Services Manager
Location: Roanoke/Cambridge/Dobson
Department: Operations
Reports To: Chief Operating Officer
Classification: Regular, full-time, Exempt
Date: July 2022

The Guest Services Manager ensures that Ronald McDonald House Charities of Central and Northern Arizona offers the most welcoming and hospitable guest services possible at all three locations. The Guest Services Manager works closely with Guest Services Coordinators, staff, and volunteers to coordinate guest arrival and registration activities. He/She serves as the guest services lead while on duty and in addition to standard guest services duties, he/she is the primary contact for family issue resolution, oversight of the front desk operations, training, and scheduling of staff to ensure adequate coverage. The Guest Services Manager models RMHC's values and compassionate hospitality principles, reinforcing a culture of exemplary service for guest families.

Primary Duties and Responsibilities Include:

- Oversee the front desk operations and provide daily support of Guest Services Coordinators.
- Responsible for training Guest Services Coordinators.
- Responsible for direct supervision of Guest Service Coordinators, including annual reviews, time sheet approval, one on one meetings, team meetings, and development goals.
- Primary contact for social workers and families when dealing with problems and challenges during the stay.
- Responsible for scheduling evening and weekend staff.
- Coordinating with the Facilities Manager to identify needs and maintain adequate supply of family centered items (check out items, welcome bags)
- Oversee guest registration process.
- Coordinate room assignments.
- Manage guest registration process: check in/check out, house tours, and access to their rooms.
- 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.
- Provide on-site support for all programs and activities, in collaboration with the volunteer managers.
- Maintain proficiency in guest registration and guest management software systems (GRMHIS).
- Provide oversight and support guests using all common spaces (kitchen, teen room, family room and living room spaces as appropriate).
- Serve as a resource for families for navigating transportation, neighborhood services, and family activities in the area.
- Cleans and sanitizes House with support of Facilities Manager and Guest Service Coordinators.
- Enforces House policies and procedures with respect to House guests



- Creates and atmosphere of hospitality and ensures the well-being and comfort of the residents.
- Maintains guest records and other pertinent information in GRMHIS.
- Completes daily occupancy report and other statistics ensuring numbers are up to date and accurate.
- Rotates as the administrator-on-call.
- Supervises Guest Service Coordinators.
- Hires, trains, and schedules Guest Services Coordinators for House.
- Relays and documents pertinent information regarding resident families to the Chief Operations Officer.

House Maintenance

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

Experience Required:

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

Skills Required:

- Enthusiastic with excellent customer service skills
- Excellent analytical, decision making, and problem-solving skills.
- Confidence, sensitivity, and diplomacy to interact and collaborate with varied constituents, including guests, volunteers, hospital personnel, staff, donors
- 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
- Fluency in Spanish is strongly preferred

COMMUNITY INTERACTION:

- Provides tours, responds to inquiries, and promotes awareness of the mission and objectives of the Ronald McDonald House.
- Works in a positive, nurturing manner with volunteers, community groups, donors, and supporters.
- Identifies service projects, events and activities which can be carried out by volunteers and provides direction as necessary.
- Serve as a resource for families for navigating transportation, neighborhood services and family activities in the Phoenix area.
- Maintain security protocols for guests.
- Provide daily summary of activities to ensure consistent communication and follow-up between shifts.



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 full-time hourly exempt position. In addition, this position is eligible for medical, dental, 401 (k) and paid time off (PTO) benefits. Compensation depends on experience.

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 welcomed, 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.