

## **Ronald McDonald House Position Description**

**Title:** Hospitality Associate

**Reports To:** Volunteer Director

**Purpose:** A Hospitality Associate is responsible for providing exemplary services to the visitors and guests before, during and following their stay at Ronald McDonald house. The Hospitality Associate takes care of the guests by personally attending to their requests and resolving their issues or concerns in a professional manner. He/she is responsible for providing quality information regarding the Ronald McDonald House and the services offered. A Hospitality Associate should be focused on hospitality and making all feel welcome. This individual shall maintain professional and personal relationships by demonstrating strong and excellent communication skills. He/she should be comfortable working in pressure situations and should be able to deal with a diverse range of people and help in resolving their issues in a calm and quiet manner. He/she must have excellent organization and management skills. He/she should be adaptable to the changing conditions and willing to assist RMH Staff Team members as needed.

### **Responsibilities:**

- Answers telephone calls and shares information regarding eligibility and availability of rooms.
- Places families on the wait list
- Makes hotel reservations for families on wait list
- Contacts families to let them know a room has become available
- Maintains up to date knowledge on the current services that are being offered and makes sure information is conveyed to families in an effective way.
- May Check-in or assist with checking families into the House
- Checks out families upon their departure from the House
- Enters relevant guest related information into the database.
- Provides valuable assistance to the guests by guiding them on local entertainment and recreation areas and giving them information regarding transportation.
- Provide weekly information to guests regarding things to do in the community during their stay

- Makes sure reception area, breakfast bar, coffee bar and other hospitality items are well stocked, organized and clean.
- Greets visitors in a friendly manner and interacts with them in a positive and professional way
- Directs visitors to Development Staff, Program Staff or others as needed
- Accepts donations and provides receipt
- Provide tours for visitors or visiting groups
- Welcome House Dinner volunteer groups, brings them to the Community Room and reviews House Dinner guidelines

Community Outreach:

- Serves as a representative of the Ronald McDonald House.
- Maintains relationships with local groups and organizations.

Other:

- Works on special projects, as needed.
- Maintains confidentiality and acts with a high degree of professionalism
- Ronald McDonald House does reserve the right to modify the job duties of its employees from time to time.

**Qualifications:**

- High School Diploma Required; College degree preferred
- Experience with a non-profit organization desired
- Proven capacity for teamwork in working with co-workers, committees and boards.
- Outstanding organizational skills.
- Possesses a warm, caring and empathetic attitude toward guests and volunteers and other RMH stakeholders.
- Strong critical thinking skills and ability to make sound decisions on behalf of the organization.
- Strong computer skills including microsoft word, excel, powerpoint and other software necessary to effectively perform duties
- Strong communication skills and ability to communicate effectively, both verbally and in writing.
- Ability and willingness to work with people of diverse backgrounds and cultures.
- Proficiency in current office practices & procedures. Sound language usage skills including spelling, grammar, and punctuation.

- Mastery of Microsoft Office products, publication software and other software productivity tools.
- Dependable, flexible and committed to fostering a positive internal and external organizational environment
- Maintains professional/productive office setting including neatness and efficiency.
- Maximizes technology for efficient completion of tasks and responsibilities.