

## **GUEST AND VOLUNTEER SERVICES ASSOCIATES (Part-time)**

Ronald McDonald House Charities® of Northeast Ohio, Inc. enhances the healthcare experience for families and children through comfort, care and supportive services.

We service thousands of families each year through our Cleveland and Akron House programs, four hospital Family Room programs, STAR Center, Care Mobile and family resource link, Redtreehouse.org loved ones being treated by Akron Children's Hospital and local medical facilities.

Currently, we are seeking Guest and Volunteer Services Associates to oversee the operation of the Akron House of Ronald McDonald House Charities® on a part-time hourly basis during an assigned shift to ensure the safety of the facility and the comfort of families, volunteers, and all interested parties in a manner which advances the mission of the House. These assignments would be during Friday evenings, and Saturdays and/or Sundays, along with the ability to pick up additional nights or weekends when needed. This position reports directly to the Family Services Manager.

In the spirit of teamwork, these individuals interact in collaboration with Akron House staff and volunteers to provide support and assistance in the fulfillment of their goals and objectives.

### **GUEST SERVICES RESPONSIBILITIES:**

When overseeing guest services:

- Must be present in the Akron House at all times when on duty, unless relieved by another qualified staff member, and available to respond to urgent or emergency situations and all guests of the Akron House..
- Ensure the safety of the Akron House. Understand and implement emergency procedures including communication system and equipment.
- Show hospitality and respect to all guests and ensure that all families feel welcome. Ensure all guests in the Akron House follow guidelines, taking action as appropriate.
- Solve a wide variety of problems using knowledge of House maintenance, procedures, conflict resolution skills, and creativity among other skills.
- Ensure that all check-ins and check-outs are properly completed.
- Ensure that kitchen and dining room, stocked and cleaned during shift.
- Notify on-call staff person immediately of any unusual, potentially dangerous or costly situation.

### **GROUP VOLUNTEER RESPONSIBILITIES:**

When overseeing group volunteers:

- Greet and orient groups to the Akron House and areas of the kitchen. Ensure that all group members sign in and wear group volunteer identification badges.
- Supervise and direct groups in their tasks and ensure that all meal program procedures are being followed.
- Direct meal groups and volunteers to clean the kitchen and store leftover food.
- Provide tours to all groups and donors, including walk-in donations of monetary value, pop tabs or other in-kind donations.
- Provide information and pictures on groups to the Events Manager, Southern Region to highlight in communications tools.
- Ensure all necessary paperwork is completed for each group including Donation of Service forms, receipts for in-kind donations, and group notes.
- Assist with intake & storage of food and other wish list donations.

### **OTHER RESPONSIBILITIES:**

- Ensure consistency of House operations through knowledge of procedures and staying up-to-date with operational changes. Identify tasks that need to be accomplished during shift, and works with volunteers to ensure completion.
- Enter notes for family-related and maintenance issues in Family Registry and send notes to the appropriate staff member.
- Complete Incident Report for all unusual incidents that occur.
- Support volunteers on duty, answering questions and handling problems.
- Assist with other public relations and fund development activities as requested as well as perform other duties related to RMH business as assigned.

### **REQUIREMENTS:**

- Minimum one-year of experience in a related field.
- Solid computer proficiency, including familiarity with MS Office products and database software.
- Reliable transportation along with a valid driver's license
- Self-motivated and energetic
- Strong customer service/hospitality focus
- Excellent internal and external communication skills

### **WORKING CONDITIONS AND PHYSICAL EFFORT:**

This position has some physical demands that include:

- Sitting, viewing computer monitors, and utilizing a computer keyboard.
- Standing for House functions.
- Some lifting and carrying required.

The Akron House is located at 141 W Street on the corner of State Street and Locust Street across from Akron Children's Hospital.

For consideration, please apply on line to Phyllis Lahl, Human Resources at [plahl@rmhcleveland.org](mailto:plahl@rmhcleveland.org). No phone calls please.