

Ronald McDonald House of Winston-Salem, Inc.

Job Description

Title: Guest Services Manager-PRN

Reports to: Director of House Operations

Job Status: Non-Exempt

Department: Operations

Last Revised:

Overall Responsibility: The Guest Services Manager is responsible for ensuring a comforting, safe, organized environment for guests. Excellent communication and computer skills, flexibility, a sense of humor and attention to details are essential. Principle duties include welcoming families, performing office tasks, and maintaining the appearance and safety of the House. **This is a PRN position. Coverage will include fifth weekends (Friday 5PM-Sunday 9PM), PTO coverage for Guest Services Manager as needed, PTO coverage for Director of House Operations as needed, weekend coverage for Weekend Managers as needed, coverage for Night Manager as needed and holiday coverage as needed.**

Key Areas of Responsibility:

1. Guest Relations:

- Coordinates the admission of families to the House, orients families to the facilities, and performs recordkeeping related to admissions, departure and occupancy.
- Provides guidance, information and services for families as needed. Welcomes visitors to the House, providing tours and assistance as necessary.
- Maintains an environment that supports the needs of the families for rest and emotional support.
- Monitors the House population, including family members and guests, to ensure appropriate usage.
- Communicates pertinent information about behavior and activities of guests to Director of House Operations and Family Support Coordinator.
- Assists with supervising volunteers when they are in the House.

2. Facility Maintenance:

- Is responsible for the appearance of the facility while she/he is on duty. This includes cleaning a room to make it available for use if the Housekeeper or volunteer is not available and cleaning common areas if necessary.
- Puts away meals and straightens kitchen in the evening. Handles emergency maintenance issues as necessary.
- Puts away in-kind donations if no volunteers are available.

3. Other: Performs other duties as assigned.

Qualifications:

1. College degree preferred. Proficient with Microsoft Office Suite. Knowledge of data base software and desktop publishing helpful.
2. Excellent communication skills, mature judgment and attention to detail
3. Flexible, patient and capable of coordinating multiple tasks simultaneously
4. Demonstrate initiative, problem solving ability, and diplomacy
5. Able to perform duties with minimum direction and supervision
6. Demonstrate positive attitude toward guests, donors, volunteers and others who come in contact with the House
7. Demonstrate respect for the privacy and confidentiality of all guests and agency information
8. Demonstrate genuine concern for the successful operation of the House
9. Able to perform basic life operational skills of standing, bending, walking, fingering, grasping, talking, hearing and repetitive motions.
10. Able to lift and move objects weighing up to 30 lbs
11. Able to climb stairs and use step stools or ladders
12. Visual acuity to operate a computer terminal and to read extensively
13. Able to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations
14. Able to write reports, business correspondence and procedure manuals
15. Ability to communicate in Spanish preferred

Note: These requirements represent minimum levels in order to perform the job on a satisfactory basis. Employees must have the ability to satisfactorily perform the essential functions of the job.

I have reviewed the Job Description and I understand the performance expected. I understand that it may be periodically necessary to perform other duties as assigned by my supervisor. I also understand that it is my responsibility to report any alleged or suspected abuse as per agency policy and procedures. I have received a copy of this Job Description.

Employee	Date	Supervisor	Date
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The purpose of the Ronald McDonald House of Winston-Salem's Job Descriptions is to describe the basic function, major responsibilities/tasks and essential functions of each position so that employees can better know what is expected of them. The description also provides information useful for recruiting, training and performance appraisal. This document does not create an employment contract, nor does it modify the at-will employment status of all employees. A Job Description is not meant to inhibit employee creativity or innovation. The description will be revised as job responsibilities change.