



Welcome Team Receptionist Job Profile

Department: House Operations

FLSA Status: Non-Exempt

Job Status: Part-Time

Position Summary:

The Receptionist is responsible for managing the front desk operations of the Ronald McDonald House Maryland. As the Receptionist, you will be the first point of contact and the first impression guests and visitors will have of the Ronald McDonald House.

Key Responsibilities

The Receptionist first and foremost supports the mission of Ronald McDonald House Charities Maryland. The Receptionist helps to promote an atmosphere of warmth and support for the families served which is conducive to their rest and relaxation.

Guest Relations

- Greet families and visitors.
- Contact families to inform them of room availability.
- Assist with booking hotel rooms for wait list families.
- Answer general questions from in-House families.
- Check in and out family items such as attraction passes, movies, etc.
- Sign guest up for the shuttle.
- Register guests and visitors according to House policies and procedures.
- Identify and report special needs of guests to Vice President of Operations, as appropriate.
- Ensure policies and procedures are being followed, alerting the Manager on Duty of any potential challenges.
- Answer the phone and provide general information including how to stay at the House.
- Ensure guest room swipe cards are ready for check-in (open and close the guest room doors, pantry key works, etc.).

Community Relations

- Answer the phone and provide information or route the call to the appropriate team member.
- Answer the door, greet, and assist visitors and volunteers. Direct visitors to the appropriate staff member, if needed.
- Provide general information regarding the House.



- Receive donations.
- Write thank you notes.

House Operations

- Manage systems, including placing service calls, ordering supplies for equipment, adding updates or troubleshooting. Systems include Wi-Fi, computers, copiers, postage meter, phones, Message Board, App etc.
- Order staff/visitor lunches as requested by team members.
- Assist with staff and board gifts and cards.
- Receive and sort daily mail.
- Receive and deliver packages.
- Sign in vendors, contractors, and visitors.
- Help prepare for Board and staff meetings (make folders, copies, etc.).
- Maintain and keep front desk area organized.
- Data entry and other front office duties such as filing, scanning, making copies, etc.

Reporting Relationships

- **Reports to:** Welcome Desk Manager
- **Total Reporting to this position:** 0

Position Qualifications

- **Required Education and Experience:**
 - High school diploma or equivalent.
 - Working knowledge of computers and proficiency in Microsoft Office Products.
 - At least 2 years of experience in a relevant customer service setting
- **Skills/Abilities:**
 - Keeps a positive attitude as a team player and source of support.
 - Serves as an ambassador for RMHC, appropriately communicating the mission and purpose of the charity.
 - Excellent communication and interpersonal skills
 - Outstanding phone, email, and in-person customer service skills/etiquette
 - Basic understanding of administrative and clerical procedures and systems.
 - Ability to problem solve, follow instructions, and exercise good judgment.
 - Ability to interface comfortably and appropriately with diverse audiences including families, volunteers, staff, hospital staff & patients, donors, and visitors.
 - Ability to be flexible, patient, positive attitude, initiative, sense of humor and eagerness to learn.

Environment and Working Conditions

- Must be able to lift 25 pounds.
- Must be able to climb stairs.
- Prolonged periods of sitting at a desk.



Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Approvals:

Signature: _____
Supervisor/Manager Date

Signature: _____
President/CEO Date

Signature: _____
Human Resources Date

Incumbent Awareness:

Signature: _____
Employee Date

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.