



## Guest Services Manager Job Profile

**Department:** House Operations

**FLSA Status:** Non-Exempt

**Job Status:** Part-Time

**Shift:** Thursday, Friday, Saturday

**Hours:** 7:00am – 2:30pm

### **Position Summary**

The Guest Services Manager is responsible for managing the front desk operations of the Ronald McDonald House Maryland. As the Guest Services Manager, 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 Guest Services Manager first and foremost supports the mission of Ronald McDonald House Charities of Maryland. The Guest Services Manager 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. Add conversation notes in Family Registry.
- Assist with booking hotel rooms for wait list families. Add conversation notes in Family Registry.
- 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 Vice President of Operations 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.).
- Check out items, including documenting them in Family Registry, such as attraction passes, guest room supplies, etc.
- Monitor family cubbies and alert families when their cubby is full.



### **Community Relations**

- Answer the phone and provide information or route the call to the appropriate team member.
- Answer the door, greet, and assist guests, visitors and volunteers. Direct visitors to the appropriate staff member, if needed.
- Provide general information regarding the House.
- Receive donations.
- Make welcome bags.
- Write thank you notes.

### **House Operations**

- Opening and closing the Welcome Desk, including setting, and disarming the security system.
- Works with Vice President of Operations and Director of Guest Services on special projects.
- Manage systems, including placing service calls, ordering supplies for equipment, adding updates or troubleshooting. Systems include security swipe card system, security camera system, Wi-Fi, computers, copiers, postage meter, phones, 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.
- Responsible for keeping supply room fully stocked and well organized, alerting Vice President of Operations if supplies are needed.
- Data entry and other front office duties such as filing, scanning, making copies, etc.
- Maintain lost and found.
- Print and maintain front desk logs, forms, and information.
- Input CMMS requests.
- Updates message boards and app.

### **Reporting Relationships**

- **Reports to:** Director of Guest Services
- Non-Supervisory role

### **Position Qualifications**

- **Required Education and Experience:**
  - High school diploma or equivalent.
  - Working knowledge of computers and proficiency in Microsoft Word, and Excel.
  - At least 2 years of experience in a relevant customer service setting.
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- **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.
- Proficiency in Spanish (oral and written) a plus.

**Environment and Working Conditions**

- Must be able to lift 25 pounds.
- Must be able to climb stairs.
- Prolonged periods of sitting at a desk.
- You are responsible for working all holidays that fall on your shift or finding coverage for that shift.
- Responsible for finding your own coverage if you are unable to work your shift.
- Participates in “all-hands” events throughout the year (e.g., Red Shoe Shuffle, Volunteer Appreciation, Holiday Open House, etc.).
- Attends 4-6 Guest Services Teams/Family Care Teams meetings per year.

**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.