Ronald McDonald House ® Mountain West Job Description

Title: Guest Services Coordinator	Pay Grade: B
Location: Salt Lake City area hospital	Position Type: Full Time, Non-Exempt
Current Employee: Open	Reports to: Salt Lake Family Room Manager
Team: Hospital Programs	Revision Date: June 2026

Our Culture: We provide essential services that strengthen families, remove barriers, and help ensure the best possible outcomes when children need healthcare

Current Programs: SLC Ronald McDonald House, SLC Primary Children's Hospital Family Rooms (3), University of Utah Hospital Family Room, Lehi Primary Children's Hospital Family Room, Taylorsville Behavioral Health Campus Family Room, Ogden Regional Medical Center Hospitality Cart

Benefits: Paid Time Off, EAP, 401K, Medical, Dental, Vision, Life Insurance and Disability

Position Summary:

The Guest Services Coordinator is a member of the Guest Services team and assists in all aspects of daily operation of the Ronald McDonald Family Rooms (Family Rooms). They are responsible for delivering exceptional guest services, overseeing the front desk, maintaining safety and security, and the cleanliness and order of the Family Rooms. This person is responsible for various additional duties as assigned by the Family Room Manager or Hospital Programs Director.

Primary Duties and Responsibilities include:

Guest Services

Assist in the delivery and continuity of guest services, including but not limited to:

- Maintaining professional and positive communications at all times with staff, volunteers, guest families, and hospital social workers and administration
- Providing exceptional customer service and support to guest families - knowing that RMHC serves a diverse group of individuals that may at times be experiencing stress or grief - while maintaining professional boundaries
- Being present to welcome, care, anticipate and act on guest needs
- Answering telephone and directing calls and messages appropriately
- Welcoming visitors and guest families
- Checking guests in and out of the retreat rooms for naps and overnight stays
- Ensuring that Family Room guidelines are followed and policies are enforced as needed
- Communicating with hospital social workers regarding family referrals and room availability as needed

- Engaging with and supporting Family Room volunteers; providing tasks, answering questions and offering general support
- Giving tours of the Family Room space to guest families and various visiting groups
- Completing and filing forms and communicating events as needed to ensure that shift changes go smoothly
- Obtaining accurate and complete information regarding donations received, including donor names, address, etc.
- Sharing guest activities and opportunities, including available event tickets and meals
- Monitoring Family Room(s) security; hourly walk-through and secure Family Room(s) at the end of the shift
- Keeping common areas, including kitchen, clean at all times

Administrative/Accounting/Computer

- Maintaining established operating policies, practices and protocols in Ronald McDonald Family Room(s)
- Obtaining accurate pre-registration information from social workers at the hospital and in guest registration
- Logging visitor and guest notes and issues in databases and notifying Manager/ Hospital Programs Director as needed

Program Cleaning and Disinfection:

Ensure the cleanliness and order of the Ronald McDonald Family Room by assisting with regular and daily cleaning including all vacant guestrooms, common living spaces and storage areas, including but not limited to:

- Cleaning and making up guest rooms at the Ronald McDonald Family Room in priority order to allow for timely turnover
- Washing and folding laundry
- Dusting, vacuuming and organizing common living spaces
- Cleaning and tidying of RMH kitchens
- Cleaning and stocking public restrooms with fresh towels & toiletries
- Stocking, maintaining and organizing cleaning closets, linen locker, housekeeping supplies and main storage area, ensuring labels are accurate and present and in good order

Other Duties and Responsibilities:

- Attend department and all-staff meetings
- Develop competency with emergency preparedness and evacuation procedures
- Fill in for vacations and/or holidays, as needed
- As a programs team member, cross train with other team members; one team member should be present during regular office hours
- Assist with group service volunteers, Eagle Scouts, adopt-a-meal groups and core volunteers

Work Environment

- Work is conducted in-person, in a hospitality/residential environment, with travel to multiple program sites occasionally
- Exposure to varying temperatures indoors and outdoors, as well as noise, dust and sometimes chemicals

The Person:

Experience Required:

2+ years of combined experience with proven expertise in the following areas:

- Requires at least two years of work experience in a customer service or similar position that involved interaction with the public
- Experience in a hospitality/concierge setting is preferred
- **Education:** High School Diploma

Knowledge, Skills, Abilities

- Exceptional verbal, written, and interpersonal communication skills
- Basic computer proficiency, including email, Word and Excel, with the ability to learn Ronald McDonald House computer systems and processes
- Strong attention to detail
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines
- Good analytical and problem-solving skills
- Interest in basic maintenance and equipment trouble-shooting preferred with a do-it-yourself aptitude
- Highly organized, creative, energetic and collaborative team player
- Confidence, sensitivity and diplomacy to interact and collaborate with varied constituents, including guests, volunteers, hospital personnel, staff, donors
- Flexibility with regard to work assignments and changing priorities
- Knowledge of HIPPA practices preferred, with a commitment to maintain guest privacy
- Ability to work with people from diverse backgrounds and cultural competency

Other:

- Passion for the mission of Ronald McDonald House Mountain West
- Proficiency in the Spanish language is valued for this role

Essential Physical and Sensory Requirements:

- Perform basic cleaning tasks and deep cleaning
- Prolong periods of standing, walking, and sitting at a desk
- Occasionally (twice a week) includes moving objects up to 50 pounds
- Frequently pulling, pushing (50lb cart), and bending

Background Check and I-9 Requirement:

- Ability to successfully pass criminal background/sex offender registry check and receive work authorization through the I-9

Additional requirements

- Eligibility to operate company vehicles, maintaining a valid driver's license and satisfactory Motor Vehicle Report
- Willingness to meet Ronald McDonald House immunization requirements due to proximity with vulnerable patients and their families.
- Attend Primary Children's Hospital & University of Utah Hospital Volunteer Orientation's and fulfil requirements which include drug test, immunization records, background check and completion of online education modules.

Ronald McDonald House is an equal opportunity employer and values a diverse workplace

Acknowledgement:

Ronald McDonald House Mountain West reserves the right to change and/or modify the job requirements, responsibilities, and qualifications for this position to meet changing organizational needs. Further, these statements are intended to describe the general nature and level of work involved in this job. This job description is not intended to represent all functions, duties, and responsibilities of the associate holding this job title, or to alter the at-will nature of their employment. I understand and acknowledge that the above description represents our aligned understanding as to the general responsibilities and expectations of the job to be performed and in no way constitutes a contract.

Employee Name	Employee Signature	Date