

Job Description – Guest Relations Associate

Department: Operations
Job Title: Guest Relations Associate
Reporting to: Senior Guest Relations & Program Manager
FLSA Status: Non-Exempt
Date Prepared: May 20, 2024



Job Summary:

As a Guest Relations Associate at Ronald McDonald House Charities of Jacksonville, you will play a pivotal role in providing comfort, support and assistance to families facing the challenges of having a child receiving medical treatment. You will be responsible for creating a warm and welcoming environment for guests, ensuring their needs are met with compassion and efficiency. From greeting families upon arrival and assisting with guest check-in, to offering guidance and resources throughout their stay, you will serve as a crucial point of contact and a source of comfort during difficult times. Your dedication to enhancing the guest experience and fostering a sense of community will be essential in fulfilling the mission of our organization.

Essential Duties and Responsibilities:

- Be a professional and supportive point of contact for guest families.
- Maintains and accountable for the overall operation of the House, in the absence of a manager, during assigned shift.
- Work with guest families to identify and fulfill needs.
- Take appropriate referrals, check families in and out, process guest donations.
- Documents and maintains accurate family records.
- Demonstrates good decision-making and critical thinking skills in accordance with House policies and procedures.
- Enforces the policies and procedures of the House in a consistent and caring manner to ensure safety of guest families.
- Facilitates communication between guests and medical staff, helping to coordinate appointments, transportation and other logistical needs, as required.
- Handles guest inquiries and concerns and maintains a welcoming atmosphere.
- Be a professional and supportive point of contact for guest families.
- Works with guest families to identify and fulfill needs.
- Offers emotional support to guests, actively listening to their concerns, addressing any questions or issues that arise.
- Coordinates guest accommodations, including room assignments, housekeeping services and meal arrangements, to ensure a comfortable and seamless experience.
- Provides transportation in the House van for families, as needed.
- Oversees family activities, volunteers or volunteer projects, as identified.
- Handles emergencies in an appropriate manner and in accordance with House policies and procedures.
- Make periodic rounds to ensure all areas of the House and grounds are safe, clean and secure.
- Maintains a clean and organized environment throughout the facility, including (but not limited to) common areas, guest rooms, outdoor spaces and kitchen areas.
- Assists with planning and organizing recreational activities and events for guests, fostering a sense of community and providing opportunities for relaxation and bonding.
- Continuously seeks and shares ways to improve the guest experience and enhance the services offered by the House.
- Reports and records needed repairs, maintenance or safety concerns to Facilities Manager or other appropriate staff.
- Effectively delegates duties and immediate needs during the shift to colleagues and volunteers.
- Closes and secures specific rooms when warranted.
- Closes building and grounds in the evening or as safety concerns arise.
- Participates in light cleaning of House areas and rooms.
- Organizes and prioritizes multiple and diverse tasks concurrently.

Job Description – Guest Relations Associate

- Acts as an ambassador for RMHCJ, engaging with families and the community to further the organization's mission.
- Always provides a smiling face and helpful attitude when in contact with House guests.
- Attends all meetings and trainings, as required.
- Completes other responsibilities as identified.

Education and Experience Requirements:

- Education and/or experience in hospitality management, social work or a related field is preferred.
- Previous experience in guest relations, hospitality or customer service roles is preferred.
- Experience working with non-profit organizations is a plus.
- Must have working knowledge of a computer and be proficient with Microsoft Office (Excel, PowerPoint, Word).
- Must maintain a safe driving record with inclusion on the RMHCJ vehicle insurance policy.
- Must have a clean background and drug test.
- Candidate must believe in the core values of RMHCJ and be driven by the mission.
- Proven experience in a self-directed work environment and successful project execution is helpful.

Knowledge/Skills/Abilities:

- Organization – High level of detail and accountability, and ability to work professionally within a team.
- Guest Engagement – Fosters a welcoming and inviting environment.
- Team Orientation & Interpersonal – Highly motivated, passionate, and creative team-player with ability to develop and maintain collaborative relationships with all levels within and external to the organization.
- Service Orientation – Interacts with guest families and directly gathers feedback, while addressing concerns when necessary.
- Communication – Able to effectively express self verbally in a professional, diplomatic and tactful manner.
- Organization & Time Management – Able to work independently, complete actions within established deadlines and handle multiple priorities with strong attention to detail.
- Flexibility – availability to work evenings and weekends, as well as extended hours in and around the House, as needed.

The cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that an incumbent may be expected or asked to perform.

Skill Requirements: (X = Required for job)			
X	Typing/computer keyboard	X	Verbal communication
X	Utilize computer software (specified above)	X	Written communication
X	Retrieve and compile information		Public speaking/group presentations
X	Maintain records/logs		Research, analyze and interpret information
X	Verify data and information	X	Investigate, evaluate, recommend action
X	Organize and prioritize information/tasks		Leadership and supervisory, managing people
X	Operate kitchen and office equipment	X	Basic mathematical concepts (e.g. add, subtract)
	Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs)		Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)
Physical Requirements: (X = Required for job)			
X	Sitting for extended periods	X	Lifting/carrying up to 20 pounds various items
X	Standing for extended periods		Lifting/carrying more than 20 pounds various items
X	Extended periods viewing computer screen	X	Repetitive Motions
X	Walking	X	Pushing/Pulling
X	Reading	X	Bending/Stooping
X	Speaking	X	Reaching/Grasping

Job Description – Guest Relations Associate

X	Hearing	X	Writing
	Other (List):		Other (List):
Hazards: (X = Required for job)			
X	Normal office environment	X	Electrical current
X	Toxic or caustic chemicals (cleaning)	X	Housekeeping and/or cleaning agents
X	Flammable, explosive gases	X	Proximity to moving mechanical parts
Employee Acknowledgement:			
I have reviewed and understand the requirements stated in this Job Description.			
Employee's Signature			Date