

Job Description

Job Title:	House Engagement Coordinator		
Reports To:	Group Volunteer Manager		
Job Status:	<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Part-time	Hours: <u>40</u> / week
	<input type="checkbox"/> Contractor	<input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt 12pm to 8pm

Job Purpose:

Ronald McDonald House Charities of Greater Charlotte is a premiere North Carolina nonprofit established to keep families together and promote the health and well-being of children. RMHC of Greater Charlotte is committed to the core values of being hospitable, encouraging, accountable, responsive, and thankful to those we serve, those we work with, and those we inspire. Each member of our team demonstrates these HEART values and is focused on our mission and the families we serve.

Job Summary:

The House Engagement Coordinator provides critical support to the Volunteer and Operations Department enabling the House to run seamlessly 24/7 throughout the year. The person in this position will be interacting with families, visitors, volunteers, and donors and must be able to pivot accordingly to changing situations and personalities. Collaborating proficiently with the House Operations Department and the Volunteer Department is necessary.

Essential Functions:

Receptionist and Front Desk Duties to include:

- Greet all visitors and families appropriately in accordance with current safety and security protocols. Provide necessary communications with appropriate staff or family when a visitor arrives.
- Monitor security cameras and permit access to approved visitors.
- Oversee daily operations of the Front Desk and HUB by identifying tasks for volunteer engagement, maintaining a high standard of customer service, organization and cleanliness.
- Ensure all front desk guides are accurate and reflect changes that impact daily operations.
- Serve as support staff for Family Services Manager by performing check-ins and check-outs, conducting room turnovers/turnover audits, cleaning audits, and assisting with additional house needs.
- Accept deliveries appropriately and distribute.
- Assist all visitors in signing in at the desk and give out appropriate badges.
- Answer and transfer phone calls accurately. Accept mail delivery and distribute to Office Administrator.
- Assist guest families with basic concierge services such as locating resources for everyday needs inside and outside the House: print directions, assist with shuttle service, hand out snack/lunch bags, assist with Take a Toy Tuesday, etc.
- Connect families with appropriate staff for inquiries about their stay or other requested needs.

- Monitor the Room Occupancy Board to ensure it is accurate and matches the Master Guest List. Communicate any discrepancies with the Family Services Manager.
- Accept and process in-kind donations and supplies by logging in donations, filling out appropriate in-kind forms.
- Accept monetary donations, including gift cards, with the proper in-kind form and deposit securely in the front desk safe.
- Coordinate the sorting and putting away of donations.
- Coordinate with volunteers the processing of laundry coming in or going out.
- Assist with the orientation of cookie crews or other volunteer groups as requested by staff.
- Create the Happenings for upcoming week.
- Conduct a weekly review of the volunteer suggestion box for suggestions. Collaborating with the Director of Volunteer & Family Programs and addressing them appropriately.
- Conduct semi-annual volunteer feedback surveys and communicate results to Director of Volunteer & Family Programs.
- Run weekly volunteer reports on Volgistics and coordinate recognition of volunteer service hours and the sending of volunteer birthday cards.
- Run monthly volunteer reports on Volgistics and reach out to volunteers not contributing minimum volunteer hours. Communicate results to Director of Volunteer & Family Programs.
- Ready volunteer badges and aprons for the next day shifts.

Kitchen and Volunteer Engagement Duties to include:

- Orient and supervise the dinner teams from arrival to completion of clean-up of the kitchen and dining room. Engage and assist the dinner team with any questions.
- Work with the Group Volunteer Manager with backup plans to provide dinner for families if we have no volunteer meal team.
- Monitor the family pantry lockers daily to ensure that any lockers for unoccupied rooms are empty and clean. Coordinate with volunteers to perform cleaning of pantry lockers.
- Monitor the family refrigerators daily to ensure they are clean and bins for unoccupied rooms are empty and clean. Coordinate with volunteers to perform cleaning of refrigerators.
- Interact with the Pet Therapy volunteer teams to ensure their volunteer experience is a positive one. Communicate to the Director of Volunteer & Family Programs any concerns or questions regarding the pet therapy program.
- Assist with TVB and other onsite volunteer groups as requested by staff.

Other Duties:

- Provide House tours to families, volunteer groups, or other visitors as requested by staff.
- Monitor and assist other staff as needed to provide a clean, safe, secure and inviting environment at the House.

Professional Qualifications:

- 1-2 years of experience with the Ronald McDonald House Charities, Human Services, or a similar field.
- Experience with volunteer programs. Associate degree preferred.
- Valid driver's license

Knowledge and Skills:

- Knowledge of Microsoft Office products – Word, Excel, PowerPoint and Outlook.
- Excellent attention to detail.
- Accurate and courteous written and verbal communications skills with all ages (children to seniors) from many different backgrounds and cultures. Information must be communicated accurately, clearly, and politely.
- Ability to work independently without supervision.
- Ability to multitask, solve problems, and use sound judgment and diplomacy.
- Leadership and interpersonal skills.
- Ability to adapt to changing situations calmly and effectively.
- Basic cooking skills are a plus.

Leadership/Management Responsibility:

- No direct reports

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; and taste or smell. The employee may occasionally lift or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Additional physical demands related to this specific position include:

- Ability to move items weighing up to 25 pounds to various offices and events.
- The person in this position must be able to move easily about the House and its grounds.

Employee:	Date:
Director:	Date:

NOTE: This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the position. While this is intended to be an accurate reflection of the current position, the Board of Directors reserves the right to revise the position as needed.