



Ronald McDonald House Charities of the Four States House Program Assistant

Reports To: House Manager

Overview

The House Program Assistant is available to support the House Manager with duties relating to operations. It involves customer service, guest support, volunteer assistance, cleaning, and other duties as assigned.

Schedule

- Part-time: 16-20 Hours
- Flexible as needed, includes nights, weekends, and holidays

Duties and Responsibilities

- Represent RMHC standards and create impact by serving as the welcoming face to the Ronald McDonald House.
- Serve as a resource for House guests, visiting donors, volunteers and the public.
- Answer the phones, appropriately manage calls.
- Provide direct care and service to visitors, guest families, and volunteers.
- Assist the House Manager and other Ronald McDonald House staff as needed. This includes, but is not limited to typing, copying, filing, restocking supplies, answering phones, sending correspondence, and other duties as requested.
- Greet donors and accept donations at the front desk.
- Assist with group volunteers when requested.
- Provide transportation for guests.
- Conduct House Tours, host group volunteer projects and other activities at the request of the House Manager.
- Continually inspect the premises to ensure that cleanliness standards are being met.
- Recommend needed repairs to House Manager.
- Completes daily house checks and oversees volunteer cleaning schedule.
- While on duty, assumes full accountability for the operation of the House as directed by the House Manager; properly implements all House rules, regulations, policies and procedures; is familiar with all information in the Manager's How-To-Book and Ronald McDonald House Charities Manual.

Qualifications and Requirements

- Microsoft Office Programs Proficient and ability to learn new programs
- Self-Starter, motivated
- Servant Leadership; mission driven, not-for-profit experience
- Ability to relate to individuals of various ages and cultural and socioeconomic backgrounds
- Good verbal and written communication skills
- Detail Oriented
- Community Involvement
- In accordance with our Global guidelines, any person in this position must be at least 21 years of age
- Valid Driver's License

WORKING CONDITIONS AND PHYSICAL EFFORT

This position has some physical demands that include:

- Sitting, viewing computer monitors, and utilizing a computer keyboard.
- Standing for extended periods of time.
- Some lifting and carrying are required.