



## Guest Services Associate

**Introduction:** Ronald McDonald House Charities of Kentuckiana (RMHCK) believes that families who have to travel to Louisville with their sick children should have a safe and secure place nearby where they can go receive comfort, kindness and rest without being overburdened by expense. This is your opportunity to make our guests' day better than the one before by providing the best environment and customer service experience available. We want you to take charge, use your skills and find new ways to keep guests smiling and comfortable during their stay with us.

Since 1984, we have been providing premium services to our guests by offering:

- A 24/7 facility with 56 Guestrooms
- Free parking for guests and employees
- Keyless security system throughout
- Free meals prepared in the main dining room by volunteer groups 1 – 2 times per day
- Kitchens on every floor with cabinets stocked with food donated by the community
- Free laundry facilities
- Free toiletries and other household items
- Books, movies, games, play equipment and activities
- Respite rooms/areas in three area hospitals

### Mission

To provide the home and support that allows families to stay together while they focus on the healing of their sick children at a critical time.

### Culture

**We Put Families First** – All things begin with our families so we are committed to treating our guests better than they expect by being courteous and kind. We are all ambassadors and smile a lot.

**We Give Our Best** – We value positive and professional attitudes. We believe personal energy and drive help overcome organizational challenges and take advantage of improvement opportunities in resourceful and accountable ways.

**Collaborate** – We support one another in the delivery of our mission. Team is important and we are committed to helping each other provide the best for our guests. Communication is highly valued.

**We Celebrate** – We cheer each other on and encourage the success of others. We focus on appreciating and recognizing wins.

# KEEPING FAMILIES CLOSE.

Ronald McDonald House Charities of Kentuckiana

## Key Competencies

**Values & Trust** – Keeps the mission and priorities of RMHCK first and foremost when making decisions that impact our service to families. Acts with honesty and integrity in all matters. Treats others fairly. Represents RMHCK well in all deeds and actions.

**Compassion**-Acts in a caring and inclusive way towards all guests, volunteers and co-workers, regardless of relationships to them and without regard to any individual differences.

**Adaptability** – Is open to and embraces change and new ideas. Demonstrates flexibility in doing things differently. Is able to adapt quickly without reservation. Is supportive and consistently reliable to execute changes in methodology or process.

**Learning on the fly** - Learns quickly when facing new projects. Is eager, curious and asks questions. Takes notice of the environment and how it can be improved. Is willing to try new things.

**Problem Solving** - Can find effective solutions to problems; demonstrates ownership, is proactive and resourceful. A creative thinker who can carefully analyze a situation and has the determination to resolve issues effectively.

**Self-Development** - Is personally committed to and actively works to continuously improve themselves by learning from other staff members and other continued educational resources.

## Responsibilities

The role of Guest Services Associate is important to RMHCK because we are on our way to significantly increasing our capacity to serve more families in need. It is critically important to have a key employee in place who can maintain a compassionate and caring atmosphere, as well as serve as liaison with volunteers. Additionally, someone who is a positive ambassador for RMHCK and our mission.

## A Day in the Life of A Guest Services Associate

- Checking families in and out
- Scheduling occupancy of guest rooms
- Proper enforcement of House policies
- Providing meaningful tasks and thanking volunteers appropriately
- Providing a teamwork approach to problem solving

## Skills and Qualifications

- The ideal candidate will have a variety of both weekday and weekend availability throughout the month
- Knowledge of Microsoft Word and Excel; Ability to easily learn a new database system



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- Must be COVID-19 vaccinated (able to submit verification)
- Bachelor's degree preferred
- Must be very detail-oriented; Ability to work accurately, with interruptions
- Strong written and verbal communication and interpersonal skills
- Good organizational, time management, customer service and problem-solving skills
- Ability to work with a diverse group of constituents (families, volunteers, donors, staff) while maintaining professional boundaries
- Ability to be self-directed; Work well independently and as part of a team
- Ability to exercise flexibility, initiative, good judgment and discretion
- Ability to lift 10 pounds

### Schedule

Guest Services Associates (GSA) are part-time, hourly employees (approximately 4-6 shifts per month, between 3-6 hours each) of Ronald McDonald House Charities of Kentuckiana who report to the Senior Guest Services Manager. **We are in need of GSA staff who can work weekend shifts, holidays, and/or evening shifts during weekdays.**

### Salary Range

- \$13 PER HOUR

### Employment Benefits

At our House, we show our appreciation for our staff by offering great benefits that you probably won't find anywhere else. We provide:

- 5% retention bonus on 1st and 2nd year of employment
- Free meals prepared by our gracious volunteers and donors
- Free beverages and snacks, including coffee, bottled water, and Coca-Cola products
- Making a difference in the lives of others

### Applying

If you are interested in applying for this position, please respond with a resume and letter of interest to:

E-mail: [kim@rmhc-kentuckiana.org](mailto:kim@rmhc-kentuckiana.org)  
 Mail: Ronald McDonald House Charities of Kentuckiana  
 Attn: Guest Services Associate Job Search  
 550 S. First Street  
 Louisville, KY 40202

**\*\*No phone calls please. We are unable to reply to all calls and want to be fair to each applicant. Thank you for your understanding.**

Ronald McDonald House Charities of Kentuckiana, Inc. is an equal opportunity employer. Its policy is to afford equal opportunity to all employees and applicants for employment and to comply with all federal, state, and local regulations as they pertain to equal employment opportunity.



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