



Position: Family Services Coordinator
Reports to: Director of House Operations
Job status: Part-time, Hourly (Nonexempt)
Open Shifts: Week days Wednesdays, Thursdays 1200pm-5:00pm, weekend day,
and overnight shifts
Compensation: Competitive

Ronald McDonald House Charities® of Eastern Montana ("RMHC" or "the House") is searching for a part-time Family Services Coordinator ("FS Coordinator") to enhance its Operations Team. The FS Coordinator serves as an ambassador of the RMHC and provides exceptional service for all guest families, donors and visitors. Since 1982, RMHC Eastern Montana has been a beacon of hope providing shelter, food and support to families seeking medical care for their seriously ill children. You have the opportunity to be a defining person in the care and support of the families who call our House "home". In addition to the RMHC Eastern Montana Team, you will be part of the Ronald McDonald House Charities global system of over 1,000 House, Family Room and Care Mobile Programs in 62 countries and regions. For more information, visit rmhc.org and rmhcbillings.org.

Ronald McDonald House Charities' purpose is to care for families of children who are ill or injured. The overarching global mission is to provide essential services that remove barriers, strengthen families and promote healing when children need healthcare while it's vision is a world where every family has what they need to ensure the best health outcomes for their child. Values help guide the Organization's overall culture and its decision making, hiring and team building. They are:

- We lead with compassion
- We are deeply respectful
- We act with integrity
- We are firmly committed

Reporting to the Director of House Operations, your role is to support our families during their stay, beginning with the referral and check-in procedures, assisting them with any needs during their stay, and finally with check-out procedures. The FS Coordinator is part of the Operations Team, providing 24/7 coverage and responsible for maintaining a safe and secure facility.

Essential Functions:

- Serve as an ambassador of RMHC to all guest families and visitors, leading with compassion, communicating respectfully, and using good listening skills
- Work with our Hospital Partners to receive accurate guest family referral information and communicate RMHC policies to ensure all families referred fit the criteria to stay at RMHC

- Enter accurate guest family referral information into guest management software and prepare reports on guest family census and other reporting data
- Complete guest family check-ins, ensuring all paperwork is complete and families understand House rules and expectations
- Understand and adhere to House policies and procedures, enforcing them with guest families with a respectful and professional demeanor
- Understand emergency procedures, and able to respond as emergency situations arise in a professional and calm manner
- Act as the liaison between House volunteers and Director of House Operations, providing support and supervision to all House volunteers
- Support a clean, maintained facility and is responsible for ensuring common areas and guest rooms are clean and organized
- Support in all aspects of guest room turnover, including help with washing linens, making the beds, and cleaning tasks, as needed
- Assist the Director of Operations with maintenance issues, including making calls to service providers and oversight.
- Support RMHC's friend and fundraising efforts with participation at fundraising events and accepting donations from walk-in donors

Qualifications:

- A heart to serve and a passion for the RMHC Eastern Montana
- High school degree (or equivalent), with related work experience in a customer service or support type position preferred
- Proficient working knowledge of Microsoft Office software, including Word, Outlook and Excel
- Excellent verbal and written communication skills
- Ability to respond to and handle emergency situations, including conflict resolution
- Good organizational skills and the ability to prioritize shift responsibilities, including balancing family interaction and support with reporting needs
- Passionate about working within a team, supporting each other as needs arise
- Be dependable, flexible, and be able to exhibit professionalism and compassion, even during stressful situations

This position requires prolonged periods of time sitting at a desk, working on a computer, standing and lifting up to 20 pounds. The physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

RMHC Eastern Montana is an equal opportunity employer and offers competitive compensation.

Interested candidates can send their resume, cover letter, and expected salary range to Mike Jones at mjones@rmhcbillings.org.