



Ronald McDonald House Charities of Denver, Inc.

About RMHC-Denver Since 1979, Ronald McDonald House Charities of Denver, Inc. (RMHC-Denver) has offered a loving home away from home to families needing to be near their seriously ill or injured children while they're being treated at metropolitan area hospitals.

Job Title: Fill-In Guest Service Associate	Effective Date: 2/10/2024
Reports to: House Program Manager/VP of Programs	FLSA Classification: Non-exempt, hourly
Position Level: Entry-level	Pay Range: \$18.50-21.50/hour

RMHC-Denver is seeking a fill-in Guest Service Associate (GSA) to serve as a warm and welcoming front of house staff member to the families and children we serve. The ideal candidate would be mission-minded, with a heart for helping others. If you are passionate and motivated to make a difference, we would love to hear from you! *To protect the health of the families we serve and our staff, Ronald McDonald House Charities of Denver has a mandatory Flu Vaccination requirement for all employees. Exemptions may be considered.*

Job Summary

This role is responsible for supporting accommodations with the coordination of in-House check ins, making sure all check-in materials are complete and ready, support in the coordination of family programs and attend to in-house families, and cleaning up at end of shift. This position is also responsible for maintaining a supportive, safe, and secure environment, directing the work of volunteers, and assuring that services and programs are provided in a manner consistent with current policy and procedures. This role requires working directly with hospital and food partners, volunteers and families which requires the ability to interact in a thoughtful, energized, and forward-thinking manner. This position is a multifaceted operator – creative, charming, outgoing, socially sensitive, flexible, organized, patient, team-oriented and imaginative with a knack for both detail and spontaneity.

Essential Duties, Responsibilities & Functions

Family Care/Housing

- Complete check-ins, check-outs, booking, and room scheduling.
- Appropriately respond to family requests and needs.
- Conduct House tours for community groups and guests as necessary.
- Respond to all family questions, requests, and emergencies.
- Maintain positive working relationships with hospital staff.
- Accept, process and put away in-kind donations.

Volunteer Program Services

- Assist in meal prep or clean up depending on shift needs.
- Supervise and assist volunteers with completing tasks, while maintaining positive relationships and interactions with the public.
- Monitor and maintain inventory of House (household items and cleaning supplies).



- Greet, screen, receive, sort, and inventory all incoming donations, mail and deliveries to House.

Facilities

- Clean and keep areas tidy, functional and welcoming.
- Perform a walk-through of entire House to ensure organization and safety of guests.
- Log and follow up on all maintenance issues observed during walk-through of the House.

Operations/Security

- Meet with outgoing/incoming staff and volunteers at the beginning and end of each shift to relay important information.
- Compile statistical data and do weekly operations tasks assigned to appropriate shift.
- Be available by phone at all times while on duty.
- Maintain a safe and secure communal living environment for families

Education, Experience & Abilities

- High school diploma or GED
- Interest in working with families and children
- Experience in working with diverse populations
- Spanish-speakers encouraged to apply
- Knowledge MS Office suite
- Basic computer knowledge with the ability to learn and use Family Registry
- Strong communication skills
- Good problem-solving skills
- Strong attention to detail
- Flexible work availability
- Willingness to commute to both Denver and Aurora locations
- Able to handle difficult situations with confidence and compassion

Physical Requirements

- Ability to perform physical requirements of an office-based position, including sitting, standing, lifting, and operating office equipment.
- Able to lift 25 pounds
- Regularly stand; walk; use hands to finger, handle, or feel objects, tools or controls.
- Regularly reach with hands and arms; stoop, kneel, crouch, climb, or crawl.
- Ability to travel back and from between the House locations.

This position is classified as a fill-in, non-exempt, hourly position working at least two shifts a month and one holiday a year for both the Denver and Aurora locations. The work hours will be flexible depending on the needs of the position, including evenings and weekends. Shifts will either be from 7am to 3pm or 2:30pm to 10:30pm. This position is eligible for Paid Sick Leave benefits, shift differential pay, and our 401(k) plan after waiting period.



Our Culture: At RMHC-Denver, our culture is built on collaboration, innovation, and a shared commitment to our mission. We value diversity and encourage open communication, and we celebrate our successes together and support each other through challenges. Join us and be part of a team that is dedicated to making a real difference in the lives of families in need

How to apply: Please e-mail a resume and cover letter to careers@rmhc-denver.org. No phone calls please.

RMHC-Denver provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, RMHC-Denver complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.