



**JOB SUMMARY:**

Part-time position to fill the following hours, Wednesday and Friday, 9:00 am to 5:00 pm, and shared holidays. Applicants must be flexible; be able to multi-task; possess well-developed communication and people skills, database experience; and be able to handle physical tasks easily.

Submit resume to: Ronald McDonald House, Guest Service Associate Positions, 24 Trembulak Way, Danville, PA 17821. E.O.E.

**MAJOR DUTIES AND RESPONSIBILITIES:**

1. Greets guests and provides a review of the Family Room which is located inside the hospital.
2. Maintains accurate records of guests registered.
3. Follows established procedures to open and close the Family Room.
4. When applicable, conduct and document the daily Family Room walk-through.
5. Maintains a working knowledge of the Family Room rules, policies, and procedures, and forwards recommendations for revision.
8. Maintains confidentiality regarding guest information.
10. Performs other duties as required or assigned by emergency or other operational reasons for which the employee is qualified to perform.
  - Staff is responsible for covering their shift or securing an appropriate replacement for their shift and communicating the switch to House management.

**SKILLS AND ABILITIES;**

This individual should possess exceptional interpersonal skills, and the ability to work independently and as a team member.

**EDUCATION AND/OR EXPERIENCE:**

The position requires a high school graduate or higher education; prior experience or knowledge of daily office procedures is desirable.

**WORKING CONDITIONS/PHYSICAL DEMANDS:**

Work is typically performed in the Family Room. The individual should be able to make frequent rounds of the area. (i.e. walking, climbing stairs, bending, standing, and carrying/lifting or pushing/pulling.