



Ronald McDonald House Charities of Connecticut & Western MA

Ronald McDonald House Charities of Connecticut and Western Massachusetts (RMHC CTMA) supports families with ill or injured children. The mission of RMHC CTMA is to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare. Our vision is a world where every family has what they need to ensure the best health outcomes for their children. Each year, our House programs serve as a home away from home for hundreds of families around the country and the world. We have served over 25,000 families as their children seek essential healthcare and saved families over \$2 million in hotel and food costs in 2024.

RMHC CTMA Programs:

Ronald McDonald House of Connecticut (RMHCT) opened in 1985 on George Street in New Haven, CT. The current House, located at 860 Howard Ave in New Haven, was built in 2017 with 18 guestrooms and two respite rooms. RMHCT supports Yale New Haven Children's Hospital, Bridgeport Hospital, and Stamford Hospital in Connecticut. The House is in an expansion campaign and expects to open 11 additional rooms in the upcoming year.

Ronald McDonald House of Springfield (RMHSP) opened in 1991 at 34 Chapin Terrace, Springfield. It has 20 guest rooms and one respite room. RMHSP supports Baystate Children's Hospital, Shriners Hospital New England, and other local medical facilities in Western MA.

Ronald McDonald Family Room at Baystate Children's Hospital (RMFR BCH) opened in October 2024 to provide a quiet place within the hospital, away from medical units, where families can recharge, grab a bite to eat, and rejuvenate during long days of a child's treatment. RMFR BCH will provide the care and comfort a family needs just steps away from their child's bedside.

Guest Service Associate (GSA) RMHC CTMA House Programs

KEY COMPETENCIES

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



Compassion – Acts caring and inclusive toward all guests, volunteers, and co-workers, regardless of relationships with them and without regard to individual differences.

Adaptability – Open to and embraces change and new ideas. Demonstrates flexibility in doing things differently. Can adapt quickly without reservation. Is supportive and consistently reliable in executing changes in methodology or process.

Problem-Solving – Can find effective solutions to problems; demonstrates ownership; is proactive and resourceful—a creative thinker who can carefully analyze a situation and is determined to resolve issues effectively.

Communication – Strong interpersonal and communication skills to effectively interact with stakeholders, including the Board of Directors, Advisory Councils, volunteers, staff, and donors.

Description

Reporting to the Program Director or Guest Service Manager, the Guest Services Associate (GSA) is responsible for delivering the highest standards of hospitality to all guest families staying at our House programs, and for overseeing the program in the absence of full-time staff.

Roles and Responsibilities

Chapter

- Serve as an RMHC CTMA ambassador, communicating the organization's mission, vision, and values.
- Always represent RMHC CTMA as a professional team member and advocate for the organization's mission in all interactions.
- Provide support to RMHC CTMA, departments, and events as needed and requested.
- Embrace and support the RMHC CTMA Diversity, Equity, Inclusion, and Belonging initiative, actively contribute to it, and move it forward.

Program Guest Services & Hospitality

- Serve as the primary on-site point of contact for all guest families staying at or arriving at the Ronald McDonald House programs.
- Provide warm, welcoming check-in and check-out services for House guests.
- Respond to and answer incoming phone calls, offering assistance and information to all callers.
- Uphold and enforce House rules in a supportive and respectful manner, ensuring a safe and welcoming environment for all guests and visitors



- Support and maintain the overall guest experience, including:
 - Re-stocking food, snacks, and beverages in the kitchen.
 - Emptying trash, wiping down surfaces, and performing light cleaning in communal areas.
 - Run and empty dishwashers as needed.
 - Sweeping and mopping of kitchen and dining room floors
 - Empty trash and recycling regularly.
 - Clean and restock the coffee bar as needed.
 - Vacuuming communal spaces
 - Laundry – washing and folding
- Assist vendors, staff, and donors with donations, deliveries, and supplies.
- Conduct house tours for donors, visitors, or other stakeholders.
- Perform any reasonable duty necessary to support the comfort and well-being of House guests.

Program Oversight & Administration

- Maintain accurate daily paperwork, communication logs, guest forms, and the daily census report.
- Monitor and respond to issues, guest needs, or emergencies when on call.
- Contribute to maintenance and repair ticket submissions when facility issues are identified.
- Attend and actively participate in staff meetings.

Shift Structure & Scheduling

- Work assigned day, evening, weekend, and holiday shifts, as part of the shared coverage schedule.
- Remain on the premises for the entire scheduled shift—leaving the program is not permitted during scheduled hours.
- Collaborate with other staff members to ensure all shifts are covered, including arranging coverage or swaps in cases of illness or emergencies.
- Participate in advance scheduling, with days, weekends, and holiday coverage typically set two months ahead.

Safety & Facility Support

- Respond promptly to on-site facility safety concerns, urgent situations, or emergencies
- During inclement weather, shovel and salt outdoor walkways to maintain safe access for guests and visitors.
- Maintain awareness of building security and guest safety at all times.

Additional Duties

- Perform other responsibilities as assigned by the Program Director or the Guest Service Manager to support the smooth operation of the House programs and the comfort of all guests.

Note: This description is not exhaustive. Additional responsibilities consistent with the role may be assigned as needed.



Required Education and Experience

- High school diploma or trade school certification.
- Minimum three years of experience in front-line guest services or hospitality
- Non-profit environment experience preferred.

Knowledge, Skills & Abilities

- Ability to work independently and manage projects with minimal supervision.
- Ability to handle emergencies or crises in a calm, take-charge manner and to provide leadership in such a situation.
- Strong problem-solving and decision-making skills.
- Collaborative, team-oriented mindset with excellent interpersonal skills and ability to work with individuals from diverse backgrounds.
- Strong organizational skills and the ability to balance multiple priorities and meet deadlines.
- Flexibility to respond to program needs outside of scheduled hours.
- Willingness to work occasional weekends.

Work Environment & Physical Demands

This position operates in both indoor and outdoor settings, regularly utilizing standard office and cleaning equipment, cleaning and sanitation products, laundry products, and maintenance tools.

Physical requirements include:

- Standing for extended periods.
- Climbing stairs and ladders.
- Frequent bending, reaching, lifting, and carrying up to 50 lbs.
- Using and/or pushing a vacuum, wheeled cleaning cart, mop bucket, and brush or other similar equipment.

Additional details:

- Part-time hours that may include both weekdays, weeknights, and weekend shifts.
- Flexible schedule required to support a 24/7, 365-day operation.

Equal Opportunity Employer

This is a part-time, hourly, non-exempt position reporting directly to the Program Director or Guest Service Manager. The work location is based in either the House program in New Haven, CT, or the House program in Springfield, MA.