



Job Title: House Administrative Coordinator

Reports To: Director of Programs and Medical Partnerships

Last Revised: 8/20/2019

Position Summary: The House Administrative Coordinator organizes the day-to-day flow and tasks of Ronald McDonald House while adhering to all policies and procedures and supporting the organization's mission. The House Coordinator is responsible for ensuring a comforting, safe, organized environment for guests. Excellent communication and computer skills, flexibility, a sense of humor, and attention to details are essential. Principle duties include welcoming, verifying eligibility and checking-in families, performing office tasks, transportation, and other administrative duties as assigned.

Essential Duties and Position Responsibilities:

1. **General:** Work with all the members of the RMHC – Richmond staff and Board of Directors to achieve the goal of providing the best possible “Home Away from Home” services for families with children receiving medical care in Richmond. Maintain open communication with all RMHC - Richmond Staff
2. **Guest/Community Relations:** Coordinates the admission of families to the House, including hospital and family confirmations of stay, orients families to the facilities, and performs recordkeeping related to admissions, departure and occupancy. Provides guidance, information and services for families as needed. Welcomes visitors to the House, providing tours and assistance as necessary. Organizes guest transportation to and/or from the hospital in the RMHC van when needed. Assist with development and/or implementation of new House policies and procedures.
3. **Volunteer management:** Assist, train and lead volunteers during shift to include: hosting Meal Volunteers, leading groups and work alongside house volunteers.
4. **Facility Maintenance:** Is responsible for the appearance of the facility while she/he is on duty. This includes cleaning a room to make it available for use if the Housekeeper or volunteer is not available and cleaning common areas if necessary. Puts away meals and straightens kitchen and puts away in-kind donations if no volunteers are available. Handles emergency maintenance issues as necessary.
5. **Manages Preventive Maintenance Plan** and sees to it that all repairs are completed by appropriate vendor in a timely manner and takes the lead on any emergency maintenance issues as they arrive, while communicating with the Director of Programs.
6. **Administrative duties** including, but not limited to: meeting and committee scheduling, Boardable admin, calendar updates, meeting planning, handling vendor invoices, credit card reconciliation, coordinate travel, special projects as assigned.
7. **Other duties:**
 - Maintain good public relations with neighbors and community.
 - Office tasks to include mail and materials management, as well as ordering supplies
 - All other duties and special projects as assigned.

Knowledge and Skills:

- Excellent communication skills, mature judgment
- Organization and attention to detail essential
- Flexible, patient and capable of coordinating tasks simultaneously
- Demonstrate initiative, problem solving ability, and diplomacy
- Able to perform duties with minimum direction and supervision
- Demonstrate positive attitude toward guests, donors, volunteers and others who come in contact with the House
- Demonstrate respect for the privacy and confidentiality of all guests and agency information
- Demonstrate genuine concern for the successful operation of the House
- Computer proficiency with multiple programs, including Microsoft office and general data base software
- Have a valid driver's license.

Education and Work Experience:

- A bachelor's degree in Social Sciences, Communications or related field; OR
- Two years' experience in this or related field; OR
- Any similar combination of education and experience preferred.
- Administrative experience is desired
- Ability to communicate in Spanish is a plus

Essential Functions:

- Physical Demands: Must be able lift up to 25 pounds. The House is four (4) stories with no elevator; stair climbing is a must.
- Work Environment: While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time.

Reporting to This Position: None

Compensation Package:

- This position will receive an hourly wage \$14.00 per hour, paid weekly, not to exceed 40 hours a week
- Hours will be Monday- Friday from 8:30 am to 1:30 pm.

Please submit cover letter, resume and 3 references to Sarah Wind, Program Manager at sarah@rmhc-richmond.org.