



Family Services Receptionist

Ronald McDonald House Charities® Newfoundland and Labrador is located at 150 Clinch Crescent in St. John's near the Janeway Children's Hospital. Ronald McDonald House offers programs and accommodations to sick or injured children and their families who must travel to St. John's for medical reasons. Operated by a small staff and supported by dedicated volunteers, we now seek the services of a **Part-Time Family Services Receptionist**, scheduled for 30 hours per week during the weekdays.

Our family services front desk is a busy place that catches all family questions and assists all staff with necessary tasks throughout the day. This position is unique with real meaning and sense of purpose with the satisfaction of making a difference in the community. This position plays a key part in delivering the programs and services to sick children and their families at Ronald McDonald House 24 hours a day, 365 days of the year.

Reporting to the Family and Volunteer Services Manager, the **Family Services Receptionist** key responsibilities would include:

- Assist guest families with basic services such as locating resources for everyday needs both in and outside Ronald McDonald House
- Receive and direct visitors and guests; being the face of hospitality.
- Answer, screen and transfer inbound phone calls while protecting confidentiality.
- Daily health screens and updates necessary records.
- Accept deliveries.
- Be a resource to family services volunteers.
- Administrative support and office duties.
- Support the team as required.

Qualifications: The ideal candidate will have experience in the administration or hospitality industry along with the following:

- Experience in an office, hospitality or customer service role
- Knowledge of administrative procedures and systems
- Organizational skills
- Proficiency in Microsoft Office
- Knowledge of practices of basic office management

Superior Skills Required in These Areas:

- Attention to detail and a collaborative approach to problem solving.
- Team building and relationship building.
- Working with families in times of stress or crisis
- Ability to represent Ronald McDonald House with a polished, positive, and professional demeanor and attitude at all times.
- A commitment to working cooperatively in a team environment with staff, volunteers, families, donors, and the public.
- Excellent communication skills, both oral and written, dealing with a wide range of people
- Strong interpersonal and relationship building skills.
- Maturity and composure

Compensation: RMHC NL welcomes the unique contributions that candidates can bring in terms of diverse backgrounds and lived experiences and encourages applications that represent the communities and the families we serve. Salary is \$15.00 per hour. We offer training and a benefit package. Send resume along with three references in confidence to careers@rmhcnl.ca. Applications should be received by **12 pm on April 2, 2024**. We thank all applicants for their interest. **Only those persons to be interviewed will be contacted.**