



**Ronald McDonald House of Indiana, Inc.  
Part-Time Position Posting  
Guest Services Assistant**

The Ronald McDonald House of Indiana has been serving the needs of families of critically ill or injured children since 1982. Our primary mission is to provide a supportive home-away-from-home for families of children receiving medical treatment at Riley Hospital for Children at IU Health and other Indianapolis hospitals. We are seeking experienced and highly service oriented individuals to join our House Operations team as part-time support.

**KEY RESPONSIBILITIES:**

Maintain a welcoming, supportive, and comfortable home-like setting for guest families. Assist houseguests with questions and problems taking appropriate action as needed. Maintain safety and security of the facility, houseguests and volunteers. Handle medical, facility and weather-related emergency situations per procedures. Maintain community living standards by enforcing House rules, policies and procedures, intervening with appropriate action as needed.

Mentor, supervise and establish rapport with Guest Services Volunteers [GSV's] answering questions and providing direction as needed. Perform volunteer duties in absence of adequate volunteer coverage.

Perform thorough recordkeeping functions while on duty, including but not limited to: shift notes, occupancy logs, incident reports, cash receipt records, volunteer attendance and other reports as directed by the Guest Services Manager.

Act as an ambassador to donors, tour groups, hospital staff and others during on-duty hours.

**SCHEDULING:**

Flexibility in scheduling required. Must have availability some weekday evenings [4PM – midnight]; several weekends [8AM – 5PM and/or 5PM to midnight]; some weekdays [8AM to 4:30PM], and several holidays. Specific hours may vary. Scheduling will be shared among several part-time staff.

**QUALIFICATIONS:**

HS Degree required, some post-secondary preferred. Strong interpersonal and human relations skills. Must be outgoing, service-minded and compassionate. Prior experience working in human services or health services field preferred. Demonstrated ability to effectively work with people from a variety of backgrounds including families in crisis. Sound judgment, decision-making and conflict resolution skills. Responsible, dependable, flexible, trustworthy and able to function with minimal direct supervision. Experience overseeing and working with volunteers preferred. Demonstrated ability to function effectively as a team member. Criminal background check required. Enthusiasm for the House's mission, high energy, and a team spirit are desired.

**COMPENSATION AND BENEFITS:**

The Ronald McDonald House of Indiana offers its part-time staff a starting rate of \$10 per hour with a potential raise after one year of successful service and a 401(k) retirement plan with a matching contribution after one year of service.

**CONTACT:** For consideration, please submit a brief cover letter and resume to [jobs@rmhindiana.org](mailto:jobs@rmhindiana.org). In place of a resume, you may download and complete the job application form below. All resumes/completed applications must be received no later than March 12th.