

Ronald McDonald House Charities of Greater Delaware

Position: Operations Coordinator

Position Summary: Assists Operations Director with day-to-day operations at the Ronald McDonald House. The Operations Coordinator will be responsible for operations support, management of the Spoonful of Hope meal program, support and management of volunteers and groups, and act as manager on duty as needed while on-site.

Hours: Work hours are generally 11:00am-7:00pm. Other hours as part of the on-call staff rotation and required trainings. Occasional weekends depending on the needs of the program and House events.

Full Time

Exempt: _____ **Nonexempt:** _____ **x** _____

Location: This is an on-site role

Reports to: Operations Director

Job Responsibilities:

Operations: Support the Operations Director in the daily operations of the Ronald McDonald House. Consistently contribute to the ongoing operational success of the House

- Assist Operations Director in maintaining general cleanliness of the House
- Ensure daily housekeeping responsibilities are met by the housekeeping team
- Conduct timely housekeeping check and follow-up of guest rooms to ensure rooms are ready for check-in
- Utilize volunteers, or resolve minor issues independently, as necessary
- Serve as Manager on Duty when Operations Director is unavailable or not on site
- Maintain knowledge of the House's ongoing needs and contribute to operational success by being self-directed in completing tasks as needs arise, or volunteers are unavailable
- Meet family needs in a supportive and friendly manner
- Assist operations staff in maintaining a communal living environment by enforcing rules and policies in a timely and consistent manner
- Serve and actively participate on the Programs and Operations Team
- Participate in working on-call shifts
- Participate in appropriate trainings in order to maintain effective management capabilities of the House. This may include additional training requests from Operations Director
- Maintain equipment and supplies of visitor registration system
- Complete Front Desk money reconciliation

Spoonful of Hope: Facilitate the Meal Program and ensure dinner is served 365 days a year and families have access to lunch and breakfast foods

- Serve as main point of contact for meal group inquiries. Reply to inquiries in a timely manner to increase sign-ups
- Assist with recruitment initiatives for scheduling groups
- Act as lead point of contact for group coordination. Produce and distribute meal program information including: pre-arrival requirements, commercial kitchen orientation, and other House procedures
- Manage meal groups when on-site including greeting, orienting, touring, and providing support and guidance. Ensure timely acknowledgements are sent to the meal group their volunteer participation
- Ensure staff coverage of group management when not available or on-site
- Arrange for outside meals when chef is unavailable. This includes ordering, payment, and logistics for getting the meals to RMH
- Ensure adequate supply of items necessary for the meal program to run smoothly including: gloves, hair nets, beard nets, food storage containers, and tools used by meal groups and regular volunteers
- Track and record payment for registered groups. Provide information to the Development Team and follow up to ensure payment before the volunteer date
- Provide Meal Group information to Development Team on a timely basis and in a manner that can be imported to the House's CRM

Property Management: Support Operations Director in property management tasks and initiatives

- Assist in maintenance and repair needs that arise
- Interface with vendors on facility needs and report results to Operations Director
- Manage CMMS system to track maintenance and repairs of building assets

Service Groups and Community Volunteers: Serve as main point of contact for group volunteer inquiries. Work with the Operations Director to support volunteer initiatives. Build positive relationships with groups and volunteers to ensure a positive and rewarding experience

- In consultation with other staff members, place service group opportunities on RMH volunteer platform. This includes: available dates, group requirements, project descriptions, and other parameters that are relevant to the group opportunity
- Assist groups in registering for and selecting project dates on volunteer platform
- Follow up with scheduled service groups to provide information on the project, arrival information, and answer questions related to the project
- Contribute to service group calendar that is accessible to staff with relevant information
- Greet service groups on arrival
- Identify and train individual House Volunteers to assist with on-site service group relations
- Manage other service groups as assigned by Operations Director and/or Volunteer Manager
- Follow up with service groups after their project to provide a thank you from the House

- Assist Operations Director and Volunteer Manager with special group requests that fall outside of the normal group opportunities
- Provide Service Group information to Development Team on a timely basis and in a manner that can be imported to the House's CRM

Transportation Program: Manage all aspects of the transportation program to ensure vehicle safety, record keeping, maintenance, and training is prioritized

- Lead volunteer onboarding and training
- Maintain motor vehicle reports for all qualified drivers
- Maintain van statistics and keep record of service and inspections
- Keep track of all maintenance and repair expenses

Volunteer Relations: Nurture and retain new and current individual volunteers and service groups by providing exemplary customer service and ensuring a positive and rewarding volunteer experience

- Maintain knowledge of RMH volunteer opportunities across all programs in order to communicate them effectively to visitors, callers, and others who express interest
- Assist in managing volunteers during their shifts by: answering questions, providing projects, and ensuring volunteers have the tools needed to be successful
- Develop creative methods to recognize group volunteers

Other Responsibilities:

- Represent the House in a compassionate and empathetic manner when interacting with guests, volunteers, and other visitors
- Attend speaking opportunities as approved by the Operations Director or President & CEO to act as an ambassador for the House
- Maintain and respect confidential information related to families, volunteers, donors and House operations
- Perform other duties as assigned by President & CEO and Operations Director

Job Qualifications:

- Bachelor's degree preferred
- Valid driver's license required
- Exceptional time management and organizational skills
- Strong computer skills and ability to learn new programs
- Previous experience working in a nonprofit environment
- Demonstrated volunteer experience, or experience working with volunteers
- Demonstrated interpersonal and written communication skills.
- Ability to work well with others in a dynamic team environment
- Professional, dependable, and timely.
- Flexible