

## **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 day-to-day 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

- Meet family needs in a supportive and friendly manner
- Assist Operations Director in managing the housekeeping team and maintaining general cleanliness of the House
- Serve as Manager on Duty when Operations Director is unavailable or not on site
- Contribute to operational success by being self-directed in completing tasks as needs arise, or volunteers are unavailable
- 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
- Manage and report survey results
- 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
- Assist with recruitment initiatives for groups
- Produce and distribute meal program information including: pre-arrival requirements, commercial kitchen orientation, and other House procedures
- Ensure positive group volunteer experience. 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
- 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

**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
- Schedule and track vehicle service and inspections
- Keep track of all maintenance and repair expenses

**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:** Work with the Operations Director and Director of Volunteer Services to build positive relationships with groups and volunteers to ensure a positive and rewarding experience

- 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
- Identify and train individual House Volunteers to assist with on-site service group relations
- Assist Operations Director and Director of Volunteer Services with special group requests that fall outside of the normal group opportunities

**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

- Provide support and coaching to Front Desk volunteers
- 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:**

- Maintain high standards of hospitality and customer service in all interactions
- 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:**

- 2+ years of relevant experience
- Bachelor's degree preferred
- Valid driver's license required
- Self-directed
- 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