



**Ronald McDonald  
House Charities®**  
Alberta

## **Temporary Guest Services Host 8 Week Position**

Ronald McDonald House Charities® Alberta (RMHC Alberta) is passionate about providing a home away from home for families with seriously ill or injured children. Seventy per cent of Canadian families live in an area without a children's hospital. This means that when a child is seriously ill or injured, families must leave their homes, jobs and support systems to access vital – and often life-saving – medical care. RMHC Alberta is here to help. We keep families close.

We know that when a child is sick, the whole family hurts. That's why we're part of a global network prioritizing family-centered care through our unique core programs. We offer 73 private family suites at the Houses in Alberta. Our Ronald McDonald Houses provides a warm, compassionate and comfortable environment where families can share experiences, eat a warm homemade meal and rest while caring for their child in the hospital.

Reporting to the General Manager, the Guest Services Host will be responsible for, but not limited to, assisting families with check-in and check-outs, coordinating volunteers, welcoming guests to the House, general office administration and helping Housekeeping when needed.

### **Guest Services Host Qualifications/Experience:**

- Post-secondary in a related field such as Human Services or Not for Profit Management
- Strong verbal and written communication skills
- Proven time management skills
- Experience working with children will be considered an asset
- Must have a current Police Criminal Background check with a vulnerable sector search and a Child Intervention Record Check
- This position is made possible in part by the Canada Summer Job Grant. Applicants must be between 15 and 30 years of age and a Canadian citizen, permanent resident, or a person on whom refugee protection has been granted

### **Guest Services Host Responsibilities:**

- Greeting all house guests, volunteers and donors with positivity and compassion
- Working collaboratively with all team members to ensure families are supported by a safe and comfortable environment



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- Assisting families during their stay as well as being proficient in the full cycle of check in and check out process of the House
- Collaborate with Volunteer & Programs Manager to ensure a positive experience for all Ronald McDonald House volunteers and provide training and guidance where needed
- Attend community events as a Ronald McDonald House ambassador
- Inspects, cleans and organizes guest rooms and areas throughout the House and works closely with the House Refreshers to ensure a proper and professional House appearance
- Timely and accurately process data with respect to operations in the House

This is a temporary 8 week position with 35 hours per week located in Red Deer, Alberta. Weekend & evening work is required depending on organizational needs.

Please submit resume with a cover letter quoting the position title "**Guest Services Host – Red Deer**" to [hr@rmhcna.org](mailto:hr@rmhcna.org). We would like to thank all applicants; however only those selected for an interview will be contacted.