

## **Ronald McDonald House of Delaware**

### **Position Description**

**Position:** Operations Assistant

**Position Summary:** Assists Operations Director with day-to-day operations of the Ronald McDonald House of Delaware. The Operations Assistant will be responsible for screening, scheduling, and oversight of community group volunteers and management of the Meal Program at the Ronald McDonald House.

**Position Reports To:** Operations Director

**Nonexempt**                       **Exempt (check one)**

**Hours:** 25-29 hours/week. Work hour should be scheduled Monday-Friday between 12:00pm and 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.

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#### Operations

- 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,
- Assist Operations Director in maintaining general cleanliness of the House by ensuring that designated cleaning responsibilities are met by cleaning service and conducting timely housekeeping check and follow-up of guest rooms. Utilize volunteers, or resolve minor issues independently, if warranted.
- 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.
- Serve as Manager on Duty when Operations Director is unavailable or not on site.
- Serve on the RMHDE Operations Team. Participate in working on-call shifts. Participate in appropriate trainings in order to maintain effective management capabilities of the House.

#### Meal Program

- Oversee the Meal Program and ensure families have access to dinner 365 days a year and access to lunch and breakfast foods.
- Serve as main point of contact for meal group inquiries.
- Manage meal groups when on-site including greeting, orienting, touring, and providing support and guidance.
- Produce and distribute meal program information including: pre-arrival requirements, commercial kitchen orientation, and other House procedures.
- Line up coverage for meal group management when not on-site.
- Arrange for outside meals when meal groups are 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.
- Provide Meal Group information to Development Manager on a monthly basis in a manner that can be imported to KINDFUL, House's CRM.

#### Service Groups and Community Volunteers

- Serve as main point of contact for group volunteer inquiries.
- In consultation with other staff members, place service group opportunities on Volunteer Hub. 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 through Volunteer Hub.
- Schedule community groups including: meal groups, baking, cleaning, yard work, special events, and other groups needed to meet House needs
- Follow up with scheduled service groups to provide information on the project, arrival information, and answer their questions about the project
- Maintain a service group calendar.
- Assist Operations Director, Volunteer Manager, and other staff with distributing communications to service groups and meal providers as needed.
- 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 with special group requests that fall outside of the normal group opportunities.
- Provide Service Group information to Development Manager on a monthly basis in a manner that can be imported to KINDFUL, House's CRM.

#### Volunteer Relations

- Assist in managing Front Desk volunteers.
- Nurture and retain new and current individual volunteers and service groups by providing exemplary customer service.
- Develop creative methods to recognize group volunteers.
- Attend speaking opportunities as approved by the Operations Director to act as an ambassador for the House.
- Actively use the House's volunteer management database, HUB, to schedule, contact, and relay information to volunteers and groups.
- Maintain knowledge of RMH volunteer opportunities across all programs in order to communicate them effectively to visitors, callers, and others who express interest.

#### Miscellaneous Duties

- Complete Front Desk money reconciliation.
- Represent the House in a compassionate and empathetic manner when interacting with guests, volunteers, and other visitors.
- 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
- Previous experience working in a nonprofit environment.
- Demonstrated volunteer experience, or experience working with volunteers.
- Experience working with an online training platform.
- Demonstrated interpersonal and written communication skills.
- Training and Human Services background preferred.
- Strong computer skills and data management, including MS Word, Excel, Outlook, PowerPoint.
- Ability to work well with others in a dynamic team environment
- Professional, dependable, and timely.
- Flexible

**Date of Last Revision:** 9/2022