



**Ronald McDonald
House Charities®**
of South Louisiana

Job Title: Family Room Coordinator
Reports To: Family Services and Programs Manager
Status: Exempt

Job Description

The Family Room Coordinator is responsible for the effective delivery of programs and volunteer services within the Lafayette Family Room of the Ronald McDonald House Charities of South Louisiana (RMHC-SLA). This position reports to the Family Services & Programs Manager.

Primary Duties and Responsibilities

- Responsible for the day-to-day operations of the Family Room in compliance with RMHC guidelines.
- Provide a supportive role with families, promoting a warm and friendly atmosphere.
- Supervise the work of program personnel which includes staff hiring, orientation, and ongoing training/development; assigning workloads and setting schedules; facilitating problems/conflict resolution; evaluating performance and making recommendations for personnel actions; tracking time sheets and personal time off; and motivating employees to work as a team. The Coordinator will work with staff and the OLOL Volunteer Coordinator to best ensure that the Family Room is open daily from 9am to 9pm.
- Manage and develop program budget and forecast operational needs.
- Manage food and supply inventory. Manage in-kind donations, including delivery, storage, and acknowledgment.
- Manage guest follow-up correspondence, phone calls, reports, and surveys, including family satisfaction surveys.
- Responsible for data entry and maintaining accurate guest and volunteer records within the various online systems used to manage the information.
- In coordination with OLOL, participate in recruitment, orientation, training and ongoing management of volunteers. In collaboration with OLOL Volunteer Coordinator, responsible for scheduling and coordination of shifts.
- Provide other services including general clerical work, correspondence, phone calls, email & voicemail and reports.
- Promote the Family Room to hospital patients, families, staff, and volunteers. Work closely with various departments within the medical facility to ensure the Family Room is running at optimum efficiency.
- Plan and participate in community outreach efforts, including McDonald's Restaurant "Round-Up" initiatives to effectively communicate mission and needs.
- Assist with special projects and additional duties as directed.

Knowledge and Skills

- Excellent interpersonal skills; patience, compassion, outgoing, tactful, flexible, and professional. Demonstrated ability to relate to people of diverse backgrounds.
- Excellent written and verbal skills.
- Comfortable speaking to, and leading, small groups of people.
- Demonstrated problem-solving and decision-making skills with the ability to work in a flexible environment.

- Strong organizational skills with the ability to handle multiple concurrent tasks and meet deadlines.
- Ability to effectively delegate tasks to volunteers and staff.
- Detail-oriented, task-oriented, and organized.
- Ability to maintain confidential information.

Education and Experience

- Minimum of AA degree required; BA/BS preferred.
- Computer experience required. Proficient working knowledge of Microsoft Office software.
- Minimum of 1 year experience working in customer service or guest relations, preferably in a supervisory role.

Physical Abilities

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job the employee is regularly required to walk, sit and stand; use hands to finger manipulation, handle, feel, reach with arms and hands, talk and hear.
- The employee may be required to lift up to 25 pounds.
- The vision requirements include close, distance, peripheral and depth perception.

Special information specific to this position

- Must have reliable form of transportation.
- Must have proof of COVID-19 vaccination.
- Must pass a background check due to working with vulnerable families and children.

Salary and Benefits

- Salary is commensurate with education and experience
- 100% paid medical benefits, employee-paid dental and vision
- Matching retirement plan
- Paid vacation, sick leave
- Cell phone allowance