Title: Family Services Associate

Status: Non-exempt, Hourly (Non-benefited)
Schedule: Casual or Part-time; schedule to be determined prior to hire
Reports to: Director of Family Services
Supervises: None

Summary:
Since 1983, Ronald McDonald House Charities® of Marshfield ("RMHC of Marshfield" or "House" or "Organization") has been a beacon of hope providing shelter, food and support to families seeking medical treatment for their child. You have the opportunity to be a defining person in the care and support of the families who call our House "home". In addition to the RMHC of Marshfield Team, you will be a part of the Ronald McDonald House Charities global system of over 1,000 House, Family Room, and Care Mobile Programs in 62 countries and regions. For more information, visit rmhc.org and rmhc-marshfield.org

Overview:
The Family Services Associate is responsible for both guest services and house operations. The individual will be accountable for stewardship of the mission to provide comfort, care, and support to children and families of RMHC of Marshfield. This position is part of a team that works 24/7, year-round to provide high-quality customer service and care to guests staying at Ronald McDonald House Charities of Marshfield and consistent with policies and standards set by the Board of Directors of Ronald McDonald House Charities of Marshfield.

Essential Duties and Responsibilities:

Guest Services:
- Provide a welcoming, compassionate first point of contact for guests, assisting with check-in, check-out, tours, and daily needs while following House policies and procedures.
- Communicate House guidelines in a respectful and supportive manner.
- Respond to guest needs and concerns during shifts and escalate issues to the Director of Family Services as needed.
- Support and assist volunteers during assigned shifts.

House Operations:
- Document maintenance needs, daily activity, and important updates to ensure smooth shift transitions.
- Assist with minor facility tasks (e.g., replacing light bulbs, restocking supplies).
- Inspect, clean, and organize throughout the House, maintaining established cleanliness and sanitation standards.
- Ensure all shared spaces meet House cleanliness expectations and are guest-ready at all times.
- Record and verify financial transactions, including donations and merchandise sales.
- Maintain up-to-date knowledge of emergency procedures and security protocols.
- Respond to and help manage House disturbances as needed, including appropriate communication and implementation of emergency or disaster procedures.
- Serve as a House representative to all volunteers and visitors, providing warm hospitality and support.
- Process donation forms, daily journals, and occupancy sheets according to procedure.

Qualifications:

- Associate's degree preferred but not required
- Strong problem-solving skills and sound judgment
- Experience with Ronald McDonald House Charities (RMHC) or other family-focused environments preferred
- Willingness to work irregular hours, weekends, and holidays as scheduled
- Ability to maintain a high standard of cleanliness and attention to detail in shared guest spaces
- Must be able to pass a comprehensive background check
- Positive attitude with an empathetic, compassionate, and professional demeanor
- Appropriate dress and presentation required

Language Skills:

Ability to read and interpret information in English. Ability to write reports, business correspondence and thank you cards. Ability to effectively present information and respond to questions from other family services associates, guests, board members, donors, and the public; ability to present facts and recommendations effectively in oral and written form. Candidates with multi-language skills are encouraged to apply.

Physical Demand:

Job duties regularly require sitting for extended periods of time, standing, walking; reaching with hands and arms, climbing or balancing; stooping, kneeling; talking or hearing. Frequently lift and/or move up to thirty pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To Apply:

Please email a cover letter and resume to John Bauer, Executive Director at **john@rmhcofmarshfield.org**

The above information in this description has been designed to indicate the general nature and level of work performed by employees with this level of responsibility. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees in this position.