



Guest Services Assistant Internship-Ronald McDonald House Charities of Hawaii

We are a team of inspired individuals who make a difference in people's lives. Our mission is to provide a home-away-from home for seriously ill children and their families, and to develop other programs and partnerships aimed at improving the lives of children in Hawaii and the Pacific. We are looking to reinforce our team with a student who cares, can take initiative, and prepared to do a lot of good. If you are talented, energetic and excited to share in our commitment of building a greater future, Ronald McDonald House Charities® of Hawaii has an internship opportunity for you.

Job Summary

The Guest Services Assistant will be responsible for assisting the Guest Services Manager with administrative tasks as well as the operations of the House (including guest and facilities related matters), and when needed, direction of volunteers. Must have some weekday availability as well as be available to work Saturday, Sunday, and some holidays if needed.

The principal duties include assisting with Administrative tasks, House Operations, and Guest Relations.

Administrative

- Data Entry
- Filing/Scanning
- Graphic design

House Operations

- Assist with the completion of the House Daily Check List to include housekeeping and maintenance. Conduct House checks of all common areas for order and cleanliness.
- Understand and be able to implement emergency procedures and have a continued awareness of situations that may have emergency potential.

Guest Relations

- Communicate policies and procedures to guest(s) and visitors in a manner that promotes caring and understanding.
- Serve as a resource person by providing information about appropriate services.
- Demonstrate good listening skills and interest in people and be available to guests.
- Promote home-like atmosphere for guests and visitors.
- Work with volunteers and other staff to coordinate special events and activities for guests planned for evening hours.

Qualifications

- Good written and oral communication skills

- Willingness to work on a flexible schedule
- Professional, motivated, self-starter
- Ability to work with indirect supervision in a busy environment
- Computer experience (must be comfortable with basic functions of excel)
- Good “people skills”

Requirements

- Reliable computer and internet access, for virtual or hybrid only.
- Proof of current and completed COVID-19 vaccination.

For consideration please submit your resume to:

Kiree Higa
Volunteer Services Manager
kiree@rmhchawaii.org