Ronald McDonald House Madison
2716 Marshall Court, Madison, WI 53705
Phone: (608) 232-4660 / Fax: (608) 232-4670

# JOB DESCRIPTION

**Organization:** Ronald McDonald House Madison
**Position Title:** Family Services Coordinator
**Reports To:** Vice President of Family Experience
**Classification:** Hourly, Full-Time (40 hours)
**Salary:** $20.00 per hour – Expected Start Date: 1/4/2027

**Job Purpose**

Since 1993, Ronald McDonald House Madison has been dedicated to keeping families close when it matters most—while their child receives medical care at area hospitals. Through our core programs—the Ronald McDonald House and the Ronald McDonald Family Rooms at SSM Health St. Mary's Hospital-Madison and Rogers Behavioral Health Madison East Clinic—we provide thousands of families each year with access to quality healthcare and the support they need to remain actively involved in their child's care.

Ronald McDonald House Madison offers a true home-away-from-home with cozy rooms, nourishing meals, and compassionate assistance for families who may have traveled hours—or even flown across the country—for their child's treatment. Guided by our core values, every member of our team is committed to delivering compassionate care and unwavering support to the families we serve, our partners, and one another.

The Family Services Coordinator serves in a key position to help further Ronald McDonald House Madison's mission impact. This position provides day-to-day operational support and care for the families staying at the Ronald McDonald House. The role creates and maintains a comfortable, welcoming, and safe environment for families and volunteers. The position also involves administrative tasks, record keeping, and special projects.

**Job Responsibilities**

**Operational Support**

- Assist with front desk operations, including guest check-in/out, processing hospital referrals, phone inquiries, van transportation, and facility tours.
- Receive and register all guests in accordance with Admissions Policy.
- Efficiently update and enter House Guest information into the Guest Database.
- Uphold and enforce all House Policies.
- Maintain list of anticipated arrivals. Schedule occupancy and make room arrangements.
- Communicate clearly with staff, volunteers, hotel partners, and families.
- Maintain all records and files pertaining to guests, occupancy, room donations, inventory, maintenance and supplies accurately.
- Provide an atmosphere of support, compassion and confidentiality to guests while still maintaining appropriate professional boundaries.
- Oversee inventory and organization of supplies for Ronald McDonald House Madison

kitchens and food program areas.
- Manage storage spaces including refrigerators, freezers, and pantries.
- Create and display weekly meal calendars and contribute to meal preparation and food service as needed.
- Monitoring the overall care of the facility, making sure it is safe, clean, and well-maintained.

This job description outlines the general nature and level of work expected in this role. It is not a comprehensive list of all responsibilities, duties, or skills that may be required.

**Ideal Characteristics**

- A friendly, positive, and professional demeanor, combined with strong attention to detail.
- A proactive willingness to assist in areas beyond the core responsibilities of the role.
- Authentic commitment to our Core Competencies: Mission-Driven, Equity, Adaptability, Respect, and Teamwork.

**Knowledge, Experience, Skills, and Abilities Requirements**

- Passion for the Ronald McDonald House Madison mission with natural ability to demonstrate a caring attitude toward guests, donors, and stakeholders
- Well-organized with attention to detail and accuracy
- Experience with databases
- Proficient with Microsoft Suite of products
- Adept at mastering new software and workflows to promote efficiency and effective time management.
- Strong critical thinking, communication and relationship building skills with an ability to prioritize and work with a variety of internal and external stakeholders
- At ease working autonomously, with colleagues, and taking direction as needed
- Ability to identify and maintain confidential information
- Knowledge and skills working with a diverse clientele from different cultures, languages, backgrounds, and religious beliefs
- Possess a valid driver's license and maintain active car insurance
- Ability to effectively communicate Ronald McDonald House Madison's mission and impact to the broader community.
- Outstanding verbal and written communication skills.
- Excellent interpersonal skills with a professional demeanor.
- Demonstrates strong judgement skills and attention to detail while meeting deadlines.
- Ability to travel locally or regionally occasionally. Valid driver's license required.
- Knowledge and skills working with a diverse clientele from different cultures, languages, and religious beliefs.

**Preferred**

- Associate's degree or 2+ years of providing administrative, customer service, or operational support
- Technology savvy and enjoys evaluating processes and procedures

We encourage all interested candidates to apply—even if you don't meet every listed requirement. While the following qualifications are helpful, we value diverse backgrounds and experiences that strengthen our team and our work.

**Physical Demands and Work Environment:**

- These physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential job responsibilities.
- Position is full-time with primary hours falling during stated business hours.
- Work is primarily performed in an office environment with minimal exposure to injury.
- Must be able to lift and move up to 30 pounds.
- Ongoing daily use of computers and telephone.
- Walk, sit, stand, bend, climb, and use hands to, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; talk, hear, read, count, and write.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.
- Must be able to work with frequent interruption.
- Low to moderate noise level.

**Benefits**

To support our team members and their families beyond the workplace, Ronald McDonald House Madison offers a supportive work environment along with a competitive benefits package that includes medical, dental, and vision coverage, a generous retirement contribution, life insurance, and paid time off to promote work-life balance.

**How to Apply**

There's no such thing as a perfect candidate. You don't need 100% of the listed skills and experience to add incredible value to our team. Persons of color and LGBTQIA+ individuals are encouraged to apply, as the strength of our team stems from our diversity.

If interested in this opportunity, please submit a cover letter, resume, and three references by Sunday, November 1 by email to: jobs@theemployergroup.com.