



Operations Coordinator Job Description

Job Summary

The Operations Coordinator is responsible for hospitably meeting the needs and providing a home away from home experience for families staying at Family House. This includes, yet is not limited to, the meeting, greeting and orienting of the families to the house as well as ensuring their safety as top priority. This is a dual role, which includes all responsibilities related to the front desk as well as ensuring the safety of our families during large scale events within the area. Duties will be varied.

Reporting Relationship

The Operations Coordinator shall report to the Director of Facilities.

Essential Duties and Responsibilities

- Provide the utmost in hospitality, compassion, heartfelt care, and service in all interactions.
- Greet guests and aid as needed.
- Effective verbal and written communication required. Essential to communicate with families, vendors, volunteers and neighbors.
- Professionalism and sensitivity when dealing with families, team members, volunteers and hospital staff.
- Regularly inspect the building for safety, patrolling all areas, reporting damages, and reviewing surveillance.
- Receive all mail and packages from courier services and hold in safe storage.
- Perform all front desk tasks when front desk staff is unavailable.
- Flexibility to work on all 7 days of the week, various shifts during all times of the day, evening and overnight hours. This includes covering front desk shifts when assigned by Hospitality Services Managers.
- Assist with guest transportation as described in the Family House Guest Transportation Process.
- Understand all details of House systems, operations and emergency procedures.
- Monitor resident families for rule violations and implement corrective measures under the guidance of a supervisor.
- Identify maintenance issues and communicate with the facilities team to make or schedule repairs.
- Adhere to and support all safety measures to ensure a safe environment for the team and families.
- Attend and actively participate in scheduled staff meetings, as well as mandatory training sessions.
- Complete and submit all pass-on logs, and required reports accurately and in a timely manner.
- Maintain strict confidentiality with all employees, volunteer, guest/family, and donor information.



- Exhibit professionalism and sensitivity when dealing with guests, team members, vendors, volunteers and hospital staff.
- Adhere to all family service standards including appropriate phone etiquette, greetings and family care.
- Must be committed to our mission and serve as an ambassador of Family House.

Auxiliary Duties and Responsibilities

- Support the hospitality team with room inspections, cleaning, linens, and updating computer system of room status to ensure a clean and welcoming environment for all team and family members.
- Perform basic maintenance tasks in absence of engineering team members (ie: unclog toilets, change light bulbs etc.)

(Please note that management reserves the right to change, modify, and/or alter any of the duties listed above to meet business demands).

QUALIFICATION REQUIREMENTS:

Education and/or Experience High School Diploma (AA or BA preferred) or 2+ years of equivalent hospitality service experience.

Skills

- Proper etiquette when dealing with all guests entering our building. Must possess interpersonal sensitivity and is proactively offering services when needed.
- Must be capable to successfully prioritize, organize and multi-task.
- Effective verbal and written communication skills.
- Commitment to creating an excellent guest experience.
- Recognize signs of potential danger and enforce safety measures, drawing from knowledge of self-defense, disaster response, and first aid.
- Recognize when decisions or information should be referred to a higher authority.
- Ability to establish and maintain cooperative working relationships.
- Ability to adapt to changing priorities, work environments, and management styles.
- Ability to develop and apply creative and innovative solutions to problems.
- Ability to effectively recognize and resolve conflicts as well as mediate disputes.
- Because this job requires standing for several hours regardless of conditions, physical strength and stamina is vital.

Competencies

- Resourceful and maintain a positive attitude.
- Maintain effective and open communication.
- Must be able to conduct daily business with integrity and be ethical at all times.
- Be able to work well under pressure and meet or beat deadlines.
- Ability to encourage and facilitate cooperation, teamwork and pride.



- Ability to model high standards of honesty, integrity, trust and ethical behavior.

Language Skills

Ability to read, write and verbally communicate effectively and professionally with the staff, board, families and vendors. Ability to deal with difficult situations and people diplomatically, (including but not limited to patients, families, parents, board members, staff, neighbors, volunteers and funders) while exhibiting a consistent level of care and professionalism. Ability to also speak and comprehend Spanish is preferred.

Working Conditions and Physical Demands

While performing the duties of this job, the employee is regularly required to stand, sit, walk. Frequent sitting and working on computers. The employee must regularly lift and/or move up to 25 pounds. The employee will frequently be requested to work weekends, evenings, and mid shifts, as there is no set schedule.

Employee Benefits

Family House offers a competitive, comprehensive benefits package including: healthcare benefits, flexible spending accounts, 403(b) plan with an employer match, accrued sick leave and vacation and disability coverage.

Equal Employment Opportunity

Family House Inc. is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, or genetic information. Family House seeks candidates whose skills, personal and professional experience, have prepared them to contribute to our commitment to provide compassionate heartfelt care and hospitality to the families and team we serve.

Commitment to Diversity, Equity, and Inclusion

Fostering a community where everyone can connect, belong, and grow.

At Family House, we embrace the diverse backgrounds, cultures and experiences of every person that walks through our doors. We are committed to building an inclusive community, nurturing a culture that is welcoming and supportive, and engaging in dialogue that deepens our understanding of each other and our roles in strengthening our home and life for all.