



Hospitality Services Coordinator Job Description

Job Summary

The Hospitality Services Coordinator is responsible for the hospitality in meeting the needs, and providing a home away from home experience, for families at Family House. This includes, yet is not limited to, the meeting, greeting, and orienting of the families to the house and ensuring that they feel well cared for and know the resources available to them throughout their stay.

This position is non-exempt.

Base salary is \$26/hour.

Reporting Relationship

The Hospitality Services Coordinator shall report to the Hospitality Services Manager.

Essential Duties and Responsibilities

- Provide the utmost in hospitality, compassion, heartfelt care, and service in all interactions.
- Answer phones and welcome visitors.
- Schedule new and returning families.
- Orientation of new families.
- Check guests in and out via the property management system.
- Maintain and update patient registration materials.
- Maintain and appropriately distribute family amenities based on the various processes.
- Assist with guest transportation as described in the Family House guest transportation process.
- Maintain key control and daily security procedures.
- Understand all details of house systems, operations, and emergency procedures.
- Monitor resident families for rule violations and implement corrective measures, as necessary.
- Identify maintenance issues and communicate with the Director of Facilities 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.
- Flexibility to work on all 7 days of the week, various shifts during all times of the day, evening, and night hours.
- Periodically covering portions of other team members' shifts as operational circumstances require. This includes staying at the front desk until physically released by Family House staff or authorized contacted service company.
- Complete and submit all pass-on logs and required reports accurately and timely.



- Support volunteers working with you.
- Maintain strict confidentiality with all employees, volunteer, guest/family, and donor information.
- Exhibit professionalism and sensitivity when dealing with hospital staff, team members, vendors, guests, volunteers, and families in crisis.
- Adhere to all family service standards including appropriate phone etiquette, greetings, and family care.
- Must be committed to our mission and agree to be an ambassador of Family House.
- Other duties as assigned by the Hospitality Services Manager.

Auxiliary Duties and Responsibilities

- Support the housekeeping 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 (i.e.: unclog toilets, change light bulbs etc.)

(Please note 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 required. (AA or BA preferred) or 2+ years of equivalent hospitality service experience.

Skills

- Proficiency in Microsoft Office suite and computer based programs.
- Must be capable to successfully prioritize, organize and multi-task.
- Effective verbal and written communication skills.
- Work effectively under pressure.
- 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.

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.
- Ability to work well in teams.

Language Skills



Ability to read, write and verbally communicate effectively and professionally with the staff, board, families, and vendors. 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 move and communicate with guests. They frequently are required to use hands to finger, handle, or feel objects, or telephone, reach above and below shoulder level. Frequent sitting and working on computers. The employee must regularly lift and/or move up to 25 pounds. They 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.

Please send your resumé along with your cover letter to Director of DEI / HR Manager, Jon Hodo, at jhodo@familyhouseinc.org.