



**Ronald McDonald  
House Charities®**  
Idaho

## Family Room Manager Job Posting

Keeping families close®

### Job Summary:

The position is responsible for the day-to-day management of the Ronald McDonald Family Room (RMFR) at Eastern Idaho Regional Medical Center (EIRMC). Duties include the training, scheduling, and managing of volunteers. The position will work closely with the Director of Programs to ensure a warm and supportive environment for families, consistent with the family-centered values of Ronald McDonald House Charities of Idaho (RMHCI).

This is a full time, nonexempt, hourly position reporting to the Director of Programs in Eastern Idaho  
The position will be based in Idaho Falls

Compensation range for the position starts at \$12-\$15/hr, commensurate with experience, and includes health, dental & vision benefits, Simple IRA

### Position Responsibilities:

- Responsible for the day-to-day operation for the RMFR, working closely with the Director of Programs to address any needs or concerns
- Responsible for training, scheduling, and management of RMFR volunteers
- Communicate volunteer needs and availability with EIRMC Volunteer Coordinator
- Ensure data integrity of data collected consistent with RMHCI database procedures, referring to the Database and Administration Director for clarity and support as needed
- Actively cultivate and manage relationships with hospital departments that interact with RMFR
- Provide a supportive role to families, promoting a warm and friendly environment
- Ensure cleanliness, safety and smooth operations of the RMFR

### Position Requirements:

- Bachelor's Degree and/or 3-5 years' relevant work experience
- Strong professional communication skills, both verbal and written
- Proficient working knowledge of Microsoft Office suite and experience with databases
- Previous successful experience working with and managing volunteers
- Demonstrated sound problem-solving and decision-making skills
- Flexible in work functions and duties as needed in response to changing priorities, taking on new tasks and duties as assigned
- Ability to work a flexible schedule, including nights, evenings, weekends, and holidays as needed
- Ability to work autonomously with limited supervision, independently and as a team member
- Demonstrates a warm, supportive, and cheerful demeanor
- Must maintain high confidentiality and understand working with private and sensitive data
- Must be organized, able to function as a team member, accept direction and provide leadership, be confidential and conscientious, and highly sensitive to and supportive of the needs of RMHC mission and guest families
- The employee is regularly required to walk, sit and stand, reach with arms and hands, talk, hear and may be required to lift up to 25 pounds

To apply, please send a cover letter and resume to Warren Maxfield, [warren@rmhcidaho.org](mailto:warren@rmhcidaho.org), on or before May 1, 2019.