



FAMILY HOUSE

JOB DESCRIPTION

POSITION:	Guest Experience Coordinator
STATUS:	Full-Time or Part-Time
REPORTABILITY:	Guest Experience Manager

GENERAL SUMMARY: The Guest Experience Coordinator is responsible for upholding the standard of excellence for House Operations, Guest Services and Office Operations. The Guest Experience Coordinator creates a welcoming and safe environment conducive to a positive guest experience. Responsibilities include day-to-day office/financial operations, delivery of excellent guest service, responding to/reporting maintenance needs and communicating relevant information to the Guest Experience Manager.

RESPONSIBILITIES:

Guest Services

- Upholds Family House (FH) Guest Services Standards.
- Greets guests in warm, friendly demeanor at all times.
- Actively and supportively listens to guest concerns. Advises guests of available resources for medical, emotional, social or spiritual support throughout their stay.
- Ensures check in area is clean, organized.
- Extends and books new reservations for current guests.
- Be attentive, courteous and service oriented.
- Educates guests and assists volunteers in educating guests about policies and procedures; enforces policies in a consistent and professional manner.
- Attends daily huddle if on morning shift
- Extends and books new reservations of current guests in house.
- Assists guests with transportation.
- Maintains business and guest confidentiality and ensures adherence by staff and volunteers.
- Ensures volunteer groups are welcome at FH. Acts as a liaison for guests to say “thank you” after group events.
- Consults with Guest Experience Manager or Manager on Call when assistance is needed.

House Operations

- Assures seamless flow of House activities from check-out to check-in, including cleaning procedures and room preparation by volunteers.
- Inspects a minimum of two rooms per shift.
- Consults with Housekeeping Manager on any issues that arise.
- Gives attention to and reports any safety concerns in physical facility and surrounding property.
- Evaluates maintenance issues and reports them through the TELS systems or to the Director of Maintenance immediately, depending on the severity of the situation.
- Completes annual training and shows proficiency to take care and direct during emergency situations for guest/volunteer safety and well-being; executes emergency procedures effectively and compassionately.
- Utilizes Disaster Matrix to communicate with key staff as needed.
- Prepares a brief report of shift activities in communications log.
- Documents unusual occurrences or guest behavior on an Incident Report after consulting with the Guest Service Manager/Specialist or On-Call Manager.

Office Operations

- Demonstrates thorough knowledge of FH operations.
- Proficiently manages check-ins, check-outs, payments, and new requests using the room request system, using WebRezPro, and in conjunction with House Manager and Housing Office.
- Maintains accurate financial records for House including but not limited to guest registration, payment, third-party billing and Family Assistance. Approves Daily Cash Reports from shift with replacement manager.
- Accurately records Financial Assistance, third-party billing information and other financial payments.

Other Duties:

- Complies with all FH policies.
- Availability to work evenings, weekends and two/three holidays.
- Substitutes for other managers when the situation requires, including at least two holidays per year. Will make reasonable accommodations to ensure coverage during emergency situations.
- Must be cross trained in Housing.
- Attends monthly House staff meetings or reviews minutes/seeks out details, when unavailable for meetings.
- Interacts well with community partners; represents Family House in an informative and appreciative manner to donors and community groups; relays and forwards information about new community contacts.
- Performs other related duties as may be assigned by authorized personnel or as may arise unexpectedly.
- Initiates other tasks when regular duties are completed.
- Clock in and clock out for lunch

SPECIAL SKILLS AND ABILITIES REQUIRED:

- Ability to relate to people in periods of stress in an open and compassionate manner.
- Capable of defusing situations and perceiving and solving problems before they become crises.
- Interpersonal skills to effectively communicate with people of varying backgrounds including coworkers, and healthcare professionals.
- Ability to enforce policies and procedures while understanding some situations require a compassionate and flexible response.
- Excellent organizational and time management skills with ability to manage multiple tasks simultaneously; attention to detailed record keeping required.
- Excellent communication skills to effectively oversee staff, volunteers, housekeepers, and maintenance to ensure an outstanding guest experience.
- Knowledge of mechanical systems.

KNOWLEDGE AND PRACTICAL EXPERIENCE REQUIRED:

- High School diploma or GED required. Bachelor's degree preferred but not required.
- Minimum of six months of previous work experience in Business, Customer service or Hospitality Service preferred but not required.
- Basic computer skills including Microsoft Office Suite, Outlook, navigating browsers; ability to learn and efficiently use organization-specific software.

PHYSICAL AND OTHER REQUIREMENTS:

- Move swiftly through the house and on the property in order to complete rounds, place signs, set-up rooms, get supplies, assure guest safety, evaluate/respond to maintenance issues, and to respond quickly to urgent or emergency situations.
- Ability to complete a house walk-through.
- Provide Family House with necessary personal information needed in order to access and support other computer software.

- Lift, carry and/or transport up to 10 pounds and up to 25 pounds infrequently.

About Family House

Family House reduces emotional and financial stress for people dealing with medical crises in a city where they are strangers. Located within close proximity to area hospitals, Family House offers the comforts of home and convenience to loved ones at affordable rates. Whether here for cancer treatments, trauma care, or transplants—our services give families the peace-of-mind to focus on the care of those closest to them.

Our Mission

Family House has been open for over 40 years and provides a “home away from home” for patients and their families who must travel to Pittsburgh for medical care.

BENEFITS FOR FULL-TIME EMPLOYEES

Family House offers competitive benefits to include:

- Comprehensive medical (UPMC), dental, vision, life & disability benefits package
- Health Savings Account
- 403B with employer match up to 6%
- Vacation, Personal, and Sick days
- Wellness Programs