



Keeping families close®

## House Operations Intern Position Description

### **Purpose**

Ronald McDonald House Charities of Eastern North Carolina provides a temporary “home away from home” for families of seriously ill or injured children receiving treatment from area medical facilities.

The House Operations Intern will be involved in all aspects of guest management and daily activities related to the House. Additional responsibilities will include but are not limited to assisting volunteers, providing tours of the house, speaking engagements, all aspects of front desk duties and administrative duties. This intern will report to the House Operations Director and/or the House Operations Supervisor.

### **Responsibilities**

- Create an atmosphere of hospitality and ensure the well-being and comfort of the families
- Oversee referrals, room assignments, and check-in and checkout procedures
- Clarify and enforce RMHC-ENC policies and procedures to the guests
- Assist with house maintenance, cleanliness and room turnovers
- Handle communication with the families
- Answer phones and respond to phone requests
- Assist with special projects/research as assigned
- Other duties as assigned by the program supervisor

## **Qualifications**

- Non-profit management, organizational development, child and family studies, social work, family and consumer sciences, hospitality management
- At least two years of undergraduate study completed
- Dependability
- Ability to work some evenings and weekends.
- Ability to multi-task
- Possess solid oral and written communication skills
- Consent to a background check and have a current driver's license and clean driving record

## **Commitment**

Dependent on the student's academic expectations and/or needs of the House

**This is an unpaid internship role that is available throughout the academic year - Spring, Summer and Fall semesters.**

After all materials are received and reviewed, potential candidates will be contacted by the designated supervisor to set up an interview time. No Application will be reviewed unless all information is complete and received.