



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 at area medical facilities.

The House Operations Intern supports the daily operations of the Ronald McDonald House by assisting with guest services, front desk responsibilities, volunteer support, and general house operations. This internship offers hands-on experience in nonprofit operations, hospitality management, and family-centered support within a healthcare-adjacent environment

The intern works closely with the House Operations team to help ensure the House runs smoothly and that families feel welcomed, supported, and comfortable during their stay.

Responsibilities

- Assist with front desk operations including answering phones, greeting visitors, and responding to guest needs
- Help manage guest family referrals, check-ins, and check-outs
- Support guest family communication and assist with answering questions about House resources and policies
- Conduct House tours for volunteers, donors, and community members
- Assist with maintaining a welcoming and organized environment throughout the House
- Support room readiness and guest turnover coordination
- Assist with scheduling and coordinating meal groups and volunteer activities
- Help maintain internal records and assist with administrative tasks
- Support occasional special events or operational projects
- Complete a semester-long project focused on improving House operations or guest services

Learning Opportunities

Interns will gain experience in:

- Nonprofit operations and program management
- Guest services and hospitality within a nonprofit setting
- Volunteer coordination
- Administrative systems and operational workflows
- Family-centered service in a healthcare support environment

Internship Details

- Semester-based internship (Fall, Spring, or Summer)
- Schedule coordinated with supervisor and academic requirements
- Unpaid internship that may qualify for academic credit