



**Ronald McDonald  
House Charities®**  
Bay Area

**Volunteer Services Coordinator  
Ronald McDonald House at Stanford, Palo Alto, CA  
Position Description**

**Who We Are**

Ronald McDonald House Charities Bay Area creates a supportive community for families of children receiving essential pediatric health care at local partner hospitals. The Bay Area regional chapter provides comprehensive programming and services for families and improves access to care through Ronald McDonald House at Stanford, Ronald McDonald House of San Francisco and two Ronald McDonald House Care Mobiles in Contra Costa and Santa Clara counties.

**Job Summary**

We are seeking an individual with outstanding customer service and interpersonal skills to leverage volunteer and community support. As Volunteer Services Coordinator, you will provide direct, hands-on training and supervision to Guest Services Volunteers (GSVs) and support development goals through volunteer engagement. Additionally, you will train/facilitate staff and volunteer workplace relationships to strengthen donor stewardship efforts. You will also assist in the management of Human Resource functions for the volunteer program, including recruitment, placement, scheduling, onboarding, and recognition.

This is a full-time, non-exempt position reporting to the Volunteer Services Manager. The standard schedule for this position is Monday-Friday, 10:30 am – 7:30 pm and is expected to work a flex schedule to meet the needs of volunteers. This role requires working some weekends and holidays.

**Primary Responsibilities**

- Onboard, schedule, train, and supervise Guest Services Volunteers.
- In close coordination with the Volunteer Services Manager, continually assess volunteer roles to ensure that tasks meet organizational needs and provide meaningful experience to volunteers.
- Provide training and ongoing support to staff in directing the work of and building strong relationships with volunteers.
- Implement engagement and donor stewardship efforts to enhance current and prospective volunteer donors.
- Assist with facilitating monthly informational sessions.
- Enhance the volunteer experience by implementing satisfaction surveys and recognition activities.
- Assist with accurate tracking of volunteer data through Volunteer Management Database.

- Support requests for information from volunteer personnel records, such as reference letters and service hours.
- Coordinate with Volunteer Services Manager to ensure recruiting and interview process meets the needs required by the GSV role.

### **Knowledge, Skills & Abilities**

- Basic knowledge of Microsoft suite and volunteer management tools
- Enthusiastic customer service orientation
- Ability to communicate effectively at all organizational levels and in situations requiring instructing, persuading, negotiating, conflict resolution, consulting and advising
- Excellent written communication skills
- Excellent organization skills and attention to detail
- Pro-active problem solver
- Ability to work in a demanding environment within a dynamic team
- Respect for confidentiality of House families and related reports and documentation

### **Experience & Education**

- Minimum 2 years of experience managing people and/or key relationships
- Experience interacting with people from diverse cultural, age, and socio-economic backgrounds
- Demonstrated ability to interface comfortably and professionally with members of the public and staff

### **Other:**

- Ability to work in a semi-medical environment with children being treated with life-threatening illnesses and their families
- Valid CA driver's license
- Must be able to lift 25 pounds

Job description is for informational purposes only. Additional duties consistent with the responsibility level may be assigned.

Please send your cover letter and resume as attachments in MS Word or PDF format only to Monica Makela at [monica.makela@rmhcbayarea.org](mailto:monica.makela@rmhcbayarea.org). In the subject line of the email, please list your last name and the position title.

To find out more about the House and the families we serve, please visit our website at [www.rmhcbayarea.org](http://www.rmhcbayarea.org).