



**Position Description**

Position Title: Special Projects and Administrative Coordinator (SPAC)	Supervisor: Celine Hamilton Quill, House Manager
Department: Administrative	Full or Part Time: FT 40 hours w/benefits
FLSA Status: FT non-exempt hourly	Revision Date: 12.9.21

<b>Position Summary</b>
<p>The Special Projects and Administrative Coordinator will work in close partnership with the RMH House Manager and the Development Manager and will play a critical role in supporting the day-to-day administrative functions and the effectiveness of Springfield RMH, including guest interactions and support, house operations and all development and fundraising event projects and activities.</p> <p>Work is assigned and performed under the general supervision of the House Manager who sets direction, reviews completed work with the employee, and evaluates overall performance in accordance with the mission, policies and procedures set by the organization.</p> <p>The SPAC will work collaboratively in developing and implementing systems that increase the effectiveness, inclusiveness and efficiency of the Ronald McDonald House Charities of Connecticut and Western Massachusetts organization and support RMH Springfield’s ability to grow and expand its impact and breath to guest families, community partners and the larger Springfield and surrounding communities. The SPAC will work across all RMH CTMA teams to accomplish the essential functions of this position.</p> <p>This position reports directly to the House Manager and requires schedule flexibility to include occasional evening, weekend, and holiday coverage.</p> <p>This position is located at the Ronald McDonald House, 34 Chapin Terrace, Springfield, MA 01107</p>
<b>Essential Functions of this position are as follows:</b>

## **PRINCIPAL DUTIES AND RESPONSIBILITIES**

### **Organization**

- Act as a Chapter and House ambassador and maintain a positive friendly and supportive demeanor at all times.
- Follow the RMH CTMA Mission-Policies/ Personnel Handbook / Operations Manual.
- Take responsibility / initiative for creative problem-solving in areas that directly pertain to the position.
- Participate in scheduled group and individual staff meetings and one on one supervision and yearly evaluation process.
- Prepare for, attend and actively participate in monthly Advisory Council meetings.

### **General Duties**

#### **Families**

- Check new guest families into the House and assist families in the check-out process.
- Provide support for guest families (responding and answering questions, support of requests and orienting to the house, etc.)
- Share in the responsibility of enforcing House rules with guest families as needed.

#### **Administrative**

- Act as front line staff at reception desk
- Maintain census entry for guest room, RE NXT database and other census reporting documents relating to Springfield House guest stays.
- Execute records retention policy.
- Maintain office supplies and paperwork (welcome brochures, referral forms, family folders, wish lists, cleaning checklists, printer/copier paper, etc.).
- Support reporting monthly/annual statistics, Advisory Council, CTMA Board.

#### **House Operations**

- Support day to day operations within the House. Tasks include light housekeeping, organizing, restocking supplies, and preparing guest rooms for new families.

#### **Donations**

- Enter data onto the Raiser's Edge database for in kind donations, guest chef meals and volunteer services.
- Coordinate and prepare, following a standard procedure, and send donor acknowledgment thank you letters and notes for in-kind donations

#### **Volunteers**

- Outreach and recruit house and event volunteers and act as liaison with recruitment, background checks, onboarding, scheduling and communication.
- Support transition between volunteer shifts by providing direction relating to House updates and needs and other relevant information.
- Assist in training and onboarding new volunteers and act as a resource for seasoned volunteers.

#### **Inventory & Facilities**

- In conjunction with House Manager, manage inventory of cleaning and office supplies; coordinate and manage inventory and restocking supplies in storage rooms and designated areas around the House on a regular basis.
- Oversee Food Shopping and Coca Cola ordering and inventory.
- Create, maintain and update in-house signage in collaboration with the House Manager.
- Support House Manager with facility needs as assigned.

#### **Development / Community**

- Maintain development and event inventory and support purchasing and ordering in collaboration with the Development Manager.
- Support creation and distribution of media alerts and press releases to identified media contacts.
- Maintain updated media contact information and use it for all event planning correspondence.
- Participate in the solicitation of stories and images from past guest families and organize and maintain completed stories archive.

- Maintain a range of house and development programs: Pantry Pals, Sponsor-a-Room, Sponsor a Family etc. and support the administration of the program where it relates to upcoming reporting due dates and cultivate sponsored guest room data for Impact Report.
- Assist with assigned volunteer recruitment efforts, community outreach and fundraising appeals.
- Coordinate all development program mailings.
- Procure raffle and auction items for all RMH fundraising events.
- Research grant opportunities and make suggestions to mission based prospects.
- Submit prepared grants under of the direction of the Development Manager.

### **Hiring Requirements**

#### **Education and Years of Experience:**

BA/BS preferred or equivalent work experience with a minimum of 3 years of experience successfully managing day to day administration and operations to include but not limited to event planning and related fundraising activities with a minimum of 1 year of successful cultivation and proven community relationships and building of program opportunities and expansion.

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

- Bilingual Spanish speaking professional
- Interact, collaborate and work at a high level of efficiency within a team environment.
- Maintain a professional working relationship with staff, volunteers, families, and board members.
- Interact professionally / appropriately with RMHC donors, community members and stakeholders.
- Attend and represent RMHC in a professional / appropriate manner at sponsored events.
- Take responsibility for articulating work needs in a professional manner.
- Utilize effective problem-solving techniques with the appropriate outcome.
- Strong commitment to RMHC mission and values.
- High levels of professional effectiveness, creativity, collaboration, integrity, optimism, resourcefulness and high energy, along with a sense of humor.
- High level of confidentiality.
- Excellent interpersonal communication skills with the ability to adapt and respond nimbly to evolving priorities, work independently, and as part of a creative team to achieve organizational goals.
- Outstanding verbal and written communication skills with the ability to adapt the writing style for all manner of communications including email, formal letters, informal notes, grant proposals and organizational presentations.
- Proficient ethical leadership abilities and outstanding people skills.
- Demonstrated team orientation and passion for working with and supporting others in a mission driven organization.
- Experience with program/event planning, implementation and evaluation
- Relationship development and management skills; orientation to network-building.
- Valid driver's license and regular access to a vehicle; willingness to travel locally to support house needs and activities.

#### **Tools & Technology Requirements:**

Highly proficient with Microsoft Office Suite, comfortable working on a PC platform and familiarity with a wide variety of software applications: Zoom, Canva, Publisher, Donor database specifically Raisers Edge.

#### **Additional Responsibilities:**

As with any team centered house approach, basic office and housekeeping duties are encouraged and needed. Duties to include ensuring personal work spaces are neat and clean. Housekeeping tasks are part of the RMH team responsibilities.

**Estimate of Physical, Environmental and Cognitive Requirements**

**Note: This section should be customized as required by the work environment and cognitive requirements**

<b>Physical / Environmental Requirements</b>	<b>Rarely (15%)</b>	<b>Occasional (15% - 40%)</b>	<b>Frequent (40% - 70%)</b>	<b>Continuous (Over 70%)</b>
Lifting under 40 lbs.		X		
Lifting over 40 lbs.	X			
Dusty Environment		X		
Cramped Quarters	X			
Using Oil or Chemicals		X		
Standing		X		
Climbing Ladders	X			
Uneven Surfaces		X		
Exposure to Fumes/ Orders	X			
Exposure to Heat / Cold Temps	X			
Working Inside and Outside		X		
Climbing Stairs		X		
Sedentary Work			X	
Typing / Data Entry/ Computer				X
Stooping		X		
Driving		X		
Walking		X		
Walk on Wet, Uneven, Slippery Surfaces	X			
Potential Exposure to Infectious Diseases	X			
Protective Equipment Required	X			
Phone Communications			X	
Bending		X		
Twisting Neck		X		
Bending at Waist		X		
Crawling	X			
Working in Confined Space	X			
Simple hand grasping 1 or both hands	X			
Fine manipulation 1 hand			X	
Fine manipulation both hands			X	
Repetitive Movement: Hand, Arms			X	
Reaching below shoulder height		X		
Reaching above shoulder height		X		
Repetitive movement: foot	X			
Kneeling	X			
Driving		X		
Hearing				X
Operating Moving Equipment (Fork Lift, Tractors, Movers, etc.)	X			
Reaching/Pulling/Pushing		X		
Acuity, Far – Clarity of vision at 20 feet or more		X		
Acuity, Near – Clarity of vision at 20 inches or less			X	

Depth Perception – Three-dimensional vision. Ability to judge distances and space relationships.			X	
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Field of Vision – Area that can be seen up and down or to right or left while fixed on a point.			X	
Accommodation – Adjustment of eye to bring object into sharp focus- Important for near point work.			X	
Color Vision – Ability to identify and distinguish colors.		X		
<b>Cognitive Requirements</b>	<b>Rarely (15%)</b>	<b>Occasional (15% - 40%)</b>	<b>Frequent (40% - 70%)</b>	<b>Continuous (Over 70%)</b>
Communications Oral				X
Communication Written				X
Mechanical Concepts		X		
Interpreting Skills				X
Implementing				X
Evaluating				X
Organizing				X
Consulting				X
Analyzing				X
Presenting			X	
Supervising		X		
Ability to Deal With:				
• Stressful situations			X	
• Trauma, grief, death		X		
• Public Contact			X	
Decision Making				X
Work with Others				X
Work Alone				X
Concentration				X
Comprehend and follow instructions				X
Relate to Others				X
Influence Others				X
Perform complex or varied tasks				X

*I have read and understand the job description, tasks and physical and cognitive requirements that are part of this Special Projects and Administrative Coordinator position.*

I have received a copy of this information.

Signed \_\_\_\_\_

Dated \_\_\_\_\_