



JOB DESCRIPTION

Organization: Ronald McDonald House Charities of Madison
Position Title: Administrative Operations Assistant
Reports To: Director of Administration
Classification: Non-Exempt, Full-time (30-40 hours per week)
Salary Range: \$19.00-\$22.00

JOB PURPOSE

Since 1993, Ronald McDonald House Charities of Madison (RMHC-M) has been keeping families with sick children close to each other while they receive medical care at area hospitals. Through three core programs – the Ronald McDonald House, the Ronald McDonald Family Room at SSM Health St. Mary’s Hospital-Madison, and Ronald McDonald Care Mobile – we provide access to quality healthcare to thousands of families annually and ensure they have the support needed to fully participate in their child’s care.

RMHC provides a home-away-from home with comfortable rooms, meals and assistance for families travelling hours, even a plane ride away, from their child’s medical care. We are committed to compassionate care for those we serve, those we work with and those we inspire. Each member of our team demonstrates our core values and is focused on the mission and families we serve.

The Administrative Operations Assistant serves in a key position at Ronald McDonald House Charities of Madison (RMHC-M) to help further RMHC’s mission impact. The Assistant provides administrative and operational support to RMHC-M staff. The position also involves administrative tasks, record keeping, guest family interactions, and special projects.

ADMINISTRATIVE SUPPORT- 50%

- Assist with general administrative support and clerical assistance.
- Record monetary and in-kind donations accurately and maintain donor information.
- Generate and organize donor gift acknowledgement, in-kind, honor and memorial letters.
- Maintain good financial recording keeping including accuracy and accessibility of financial documentation.

OPERATIONAL SUPPORT – 50%

- Collaborate with RMHC staff to provide friendly, welcoming services for guest families.
- Assist with front desk operations, including guest check-in/out, phone inquiries, van transportation, and facility tours
- Oversee inventory and organization of supplies for RMHC kitchens and food program areas
- Manage storage spaces including refrigerators, freezers, and pantries
- Create and display weekly meal calendars and contribute to meal preparation and food service as needed

The above statements are intended to describe the general nature of work performed by the individual assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

KNOWLEDGE, EXPERIENCE, SKILLS, AND ABILITIES

- Passion for RMHC mission with natural ability to demonstrate caring attitude toward guests, donors, and stakeholders
- Well-organized with attention to detail and accuracy

- Experience with databases
- Proficient with Microsoft Suite of products
- Adept at mastering new software and workflows to promote efficiency and effective time management.
- Strong critical thinking, communication and relationship building skills with an ability to prioritize and work with a variety of internal and external stakeholders
- At ease working autonomously, with colleagues, and taking direction as needed
- Ability to identify and maintain confidential information
- Knowledge and skills working with a diverse clientele from different cultures, languages, backgrounds, and religious beliefs
- Possess a valid driver's license and maintain active car insurance

PREFERRED

- Associate's degree or 2+ years of providing administrative, customer service, or operational support
- Experience with Raisers Edge or other comparable software systems
- Technology savvy and enjoys evaluating processes and procedures

WORKING CONDITIONS

The position is full-time with primary hours falling during normal business hours. Position works in an office environment that is set in a home-like environment. Some light housekeeping and light lifting may be required.

BENEFITS

To support our teams and their families beyond the workplace, RMHC-M offers a flexible schedule with outstanding part-time benefits package including dental, vision, significant retirement contribution, life insurance, and paid time off for work-life balance.

HOW TO APPLY

There's no such thing as a perfect candidate. You don't need 100% of the listed skills and experience to add incredible value to our team. Persons of color and LGBTQIA+ individuals are encouraged to apply, as the strength of our team stems from our diversity.

If interested in this opportunity, please submit a cover letter, resume, and three references by ????? by email to: jobs@theemployergroup.com.