

Ronald McDonald House ® Mountain West
JOB DESCRIPTION

Title: Operations Director
Current Employee: TBD
Team: People & Operations
Location: Ronald McDonald House - Salt Lake City, UT
Reports to: Chief Operating Officer
Classification: Regular, full-time, exempt
Hours: Variable, with additional hours required for emergencies
Compensation: Pay Grade G

Ronald McDonald House Mountain West Mission Statement: We provide essential services that strengthen families, remove barriers, and help ensure the best possible outcomes when children need healthcare

Current Programs: SLC Ronald McDonald House, SLC Primary Children's Hospital Family Rooms (3), University of Utah Hospital Family Room, Lehi Primary Children's Hospital Family Room, Taylorsville Behavioral Health Campus Family Room, Ogden Regional Medical Center Hospitality Cart

THE POSITION:

The Ronald McDonald House Operations Director is responsible for providing inspiring leadership, management oversight and support to operational teams, systems and facilities, ensuring mission-focused excellence, efficiency, safety and accountability throughout all area programs. The Operations Director will lead out on the innovation, development and momentum of operational initiatives, and provide exemplary coordination, communication and training related to operational processes.

Ronald McDonald House Operations encompasses the systems, people and processes that support the mission and programs including; Facilities, Maintenance, Housekeeping, Inventory, Transportation, Storage, Technology, Safety, Risk Management and Emergency Preparedness. It is part of the larger 'People & Operations Team'.

Primary Duties and Responsibilities include:

Inspiring Team Leadership

- Provide vision, supervision and support to the Operations Team including the Project & Safety Manager, Housekeeping Manager, and Facilities & Fleet Manager. Strengthen team development, engagement and innovation, and oversee recruitment, professional development and recognition
- Build a collaborative, engaged and productive team
- Help develop work plans and goals to meet the needs of a growing organization in multiple locations
- Develop objectives, action plans, and recordkeeping systems for the purpose of supporting and monitoring growth and accountability for operations priorities and projects
- Demonstrate strong change management skills to lead the team through evolving systems, planned and future growth initiatives, and cross-departmental process improvements
- Participate in annual budget planning and track and report on ongoing department expenses
- Initiate regular communications and coordination meetings with key partners, internal departments and teams to ensure effective organization-wide use of operational systems
- Strengthen mission excellence through collaboration with programs teams regarding guest spaces, food and kitchen support, volunteer management and other areas as needed
- Meet regularly with COO to discuss and report on operational goals and status, prioritize projects and assure alignment with strategic vision and budgetary constraints
- Lead with open communication, positivity, support and mission-centered ideals

Property, Equipment and Facilities

- Oversee facility operations and maintenance of all Ronald McDonald House sites, including the House and Hospital Programs. Support and strengthen organizational-wide success of preventive and on-demand maintenance system and schedules to keep day-to-day operations running smoothly at all sites
- Provide oversight and lead team excellence on organization-wide inventory system to track resources, establish needs for all departments and ensure responsible stewardship. Ensure communication, collaboration and accountability with all stakeholders
- Lead onsite and offsite storage plan for Ronald McDonald House resources, with a focus on efficiency, cost-effectiveness and ease of use for all programs and departments
- Ensure all digital systems (including databases, IT infrastructure, and tools) are integrated, regularly updated, secure, and optimized for cross-departmental use with technology as a tool to achieve mission and team excellence
- Guide and support fleet protocols for vehicle maintenance and use across all programs
- Ensure that written and practiced operating policies, procedures and reporting are regularly updated and compliant with global Ronald McDonald House and organizational standards
- Coordinate scheduling, set up and logistics for internal events and support external events in collaboration with program departments
- Oversee and support processes related to contracted service providers and purchasing; research opportunities & bid assessments
- Support hospitality and food safety/distribution systems through collaboration and innovation with internal and external stakeholders
- Lead and empower sustainability-focused efforts
- Align projects and priorities with approved budget to ensure financial accountability, maximize resources and personnel, and create and maintain an accurate accounting of expenditures
- Oversee operations management and support of capital projects, including program remodels and strategic expansion efforts

Safety & Security

- Inform protocols, practices and standards of excellence for Operations teams to ensure safety, security and efficiency
- Support and participate in annual risk assessment, and develop and adopt actions, policies and practices to mitigate risks associated with operation of a 24-hour facility serving vulnerable guests
- Participate in liability and property insurance decisions to adequately cover any potential insurable incidents and comply with all contracts and licensing requirements
- Oversee successful management of building safety and security systems (e.g., access controls, cameras, alarms, emergency preparedness)
- In coordination with team leaders, enhance and communicate best practices related to privacy and data security (HIPAA)
- Coordinate and support upgrades to current systems to incorporate new technologies based on budget and program needs and strategic priorities
- Develop master plan for regular emergency preparedness and safety trainings for all staff, supporting current efforts and expanding the plan to help build a confident, informed and prepared team

Other Duties and Responsibilities:

- Perform other duties as needed and assigned

Supervisory Responsibilities:

- Project & Safety Manager, Housekeeping Manager, Facilities & Fleet Manager, contracted technology expert(s)

Work Environment

- Most work is conducted in-person, in a hospitality/residential environment, with travel to multiple program sites required
- Exposure to varying temperatures indoors and outdoors, as well as noise, dust and sometimes chemicals

THE PERSON:Experience Required:

5+ years of combined experience with proven expertise in the following areas:

- People Development/Team Management
- Facilities Management
- Operations and Compliance
- Project Management
- BA/BS degree or equivalent required

Skills Required:

- Demonstrated leadership and management skills with ability to motivate teams to create and achieve shared goals
- Ability to creatively develop and effectively manage multiple projects and priorities
- Demonstrated ability to assess and enhance existing systems, processes, and strategic approaches that elevate organizational performance
- Demonstrated ability to research new initiatives, make recommendations, lead out on development and implementation of projects and systems, and achieve buy-in and participation by stakeholders
- Competency to review, write, update and ensure consistency within written policies and procedures
- Ability to effectively develop and lead discussions and training in a group setting
- Demonstrated organizational skills, good judgment, and dependability
- Demonstrated ability to work both autonomously and collaboratively
- Attention to detail and accuracy
- Advanced computer literacy, including proficiency with databases, MS Office, facility management platforms and communication tools
- Excellent verbal, written, and interpersonal communication skills
- Ability to navigate and respond to emergencies, deadlines and unexpended challenges with calm, confidence and clarity
- Strong analytical, decision-making and problem-solving skills
- Confidence, sensitivity and diplomacy to interact and collaborate with varied constituents, including staff, guests, volunteers and other stakeholders

Other:

- Passion for the mission of RMHC
- Proficiency in the Spanish language is valued for this role

Essential Physical and Sensory Requirements:

- This position requires regular standing, walking, bending, reaching, climbing, carrying and lifting up to 50lbs. Employees must be able to operate tools and equipment safely
- Adequate vision (close, distance and color perception) for inspection and repairs
- Hearing sufficient to detect equipment sounds, alarms, or verbal instructions

Background Check and I-9 Requirement:

- Ability to successfully pass criminal background/sex offender registry check and receive work authorization through the I-9

Additional requirements

- Eligibility to operate company vehicles, maintaining a valid driver's license and satisfactory MVR
- Willingness to meet Ronald McDonald House immunization requirements due to proximity with vulnerable patients and their families.

Benefits: Paid time off, paid holidays, 401k match, health, dental, vision, EAP

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required

Ronald McDonald House is an equal opportunity employer and values a diverse workplace