

Ronald McDonald House Charities® of the Intermountain Area, Inc.

JOB DESCRIPTION

Title:	Operations Director
Current Employee:	TBD
Team:	People & Operations
Location:	RMHC - 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 160

THE POSITION:

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

RMHC Operations encompasses the systems, people and processes that support the mission and programs of Ronald McDonald House Charities 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 Leadership Team including the Project & Safety Director, Housekeeping Director, and Facilities & Fleet Manager. Strengthen team development, engagement, and oversee recruitment, training and recognition.
- Build a collaborative, engaged and productive team to ensure mission excellence, accountability and safety
- View management as a support function to grow talent among the Operations Team
- Help develop work plans and goals to meet the needs of a growing organization in multiple locations
- Maintain standards of operational excellence, providing support and direction according to timelines, budgets and needs
- Oversee team excellence in safety, storage, maintenance, housekeeping, operational growth, technology, and risk and inventory management systems and protocols
- Develop objectives, action plans, and recordkeeping systems for the purpose of supporting and monitoring growth, development, and accountability for operations priorities and projects
- Oversee and support processes related to contracted service providers and purchasing; research opportunities & bid assessments, and make recommendations to facilitate operational improvements
- Participate in annual budget planning and oversee ongoing department expenses
- Initiate regular communications and coordination meetings with key partners and teams to ensure effective organization-wide mission support and use of operational systems
- Meet regularly with COO to discuss and report on operational goals and status, prioritize projects and assure alignment with strategic vision
- Lead with open communication, positivity, support and mission-centered ideals

Property, Equipment and Facilities

- Oversee facility operations and maintenance of all RMHC sites, including the Ronald McDonald House and Hospital Family Rooms
- Collaborate with internal stakeholders and team leaders to develop and maintain a system of housekeeping and maintenance support for hospital programs for tasks not covered by EVS

- Research, implement and lead out on a new organization-wide inventory system to track resources, establish needs for all departments and ensure responsible stewardship. Ensure inventory communication, collaboration and accountability with all stakeholders
- Oversee onsite and offsite storage plan for RMHC resources, with a focus on efficiency, cost-effectiveness and ease of use for all programs and departments
- Oversee systems and schedules that ensure technical assistance and improve the efficiency and work of the staff through the use of technology. Utilize tech as a tool to achieve mission excellence, coordination and communication throughout programs
- Guide and support fleet protocols for vehicle maintenance and use across all programs
- Oversee use of and support organizational-wide success of CMMS maintenance system to keep day-to-day operations running smoothly at all sites
- Ensure that operating policies, procedures, practices and reporting are in compliance with global RMHC and hospital partner standards
- Enhance and support processes, systems and communication to maximize the safety, consistency, mission-feel and function of physical spaces, systems and resources of RMHC
- Establish and support sustainability projects and initiatives
- Align projects and priorities with approved budget to ensure financial accountability, maximize resources and personnel, and create and maintain an accurate accounting of expenditures

Safety & Security

- Support and participate in annual risk assessment 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
- In coordination with team leaders, enhance and communicate best practices related to privacy and data security (HIPAA)
- Inform protocols, practices and standards of excellence for Housekeeping and Maintenance teams to ensure safety, security and efficiency
- Coordinate, support and participate in regular emergency preparedness/ safety department-specific and all-staff trainings

Other Duties and Responsibilities:

- Perform other duties as assigned

Supervisory Responsibilities:

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

Work Environment

Most work is conducted in an office environment, with travel to multiple program sites required. Must possess a valid driver's license and have access to a personal motor vehicle.

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
 - Systems Development & Oversight
 - Budgeting
- Experience in a nonprofit environment preferred
- BA/BS degree or equivalent required

Skills Required:

- Demonstrated leadership and management skills with ability to motivate teams to achieve shared goals
- Ability to creatively develop and effectively manage multiple projects and priorities
- Flexibility and creativity to solve problems and engage teams through growth, changing priorities and occasional roadblocks
- 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
- Ability to effectively lead discussions and trainings in a group setting
- Demonstrated organizational skills, good judgment, and dependability
- Demonstrated ability to work both autonomously and collaboratively
- Attention to detail and accuracy
- Demonstrated ability to manage professional computer and technology systems and processes
- Excellent verbal, written, and interpersonal communication skills
- Ability to work under pressure and in high-stress and/or emergency situations
- Strong analytical, decision-making and problem-solving skills
- Creative use of resources with a limited budget
- Highly organized, positive, creative, energetic, and collaborative team player
- Confidence, sensitivity and diplomacy to interact and collaborate with varied constituents, including staff, guests, volunteers and other stakeholders

Other:

- Ability to successfully complete criminal background check and required immunizations due to proximity to vulnerable patients and their families
- Ability to lift, bend, twist and reach to meet the physical demands of a job in operations preferred
- Passion for the mission of RMHC

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 Charities is an equal opportunity employer and values a diverse workplace