

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

Title: **Operations Support Specialist**  
Current Employee: To Be Hired  
Team: House Operations  
Location: RMHC - Salt Lake City, UT  
Reports to: Facilities & Fleet Manager  
Classification: Full time, hourly position with benefits  
Hours: Variable with weekends and holiday as needed  
Compensation: Pay Grade 120, starting at \$21.50/hour

**THE POSITION:**

The Operations Support Specialist position encompasses 3 areas:

- Maintenance & Facilities Support
- Organizational Operations Support
- Logistical Support

***Maintenance & Facilities Support***

Daily maintenance as well as quarterly and annual repairs:

- General repairs to empty guest rooms and common spaces
- Clean carpets, chair beds, and walls as needed
- Caulk tubs and sinks
- Replace light bulbs
- Clean vents and duct work
- Clean out dryer vents
- Replace HVAC and other equipment filters & batteries
- Maintain fridges and Coke machine including vents and catch pans
- Paint and repair walls and surfaces as needed
- Grout cleaning as needed
- Yard/outdoor work as needed in all seasons
- Remove snow from driveway and walkways and put down salt as appropriate

***Organizational Operations Support***

Assisting all departments of the organization as prioritized and in coordination with the Facilities & Fleet Manager:

- Assembling furniture
- Setting up/taking down for events
- Redistribution of items to DI or other non-profits
- Assisting with House storage & inventory
- Assisting with placement and removal of holiday decorations

***Logistical Support***

Assist in the transportation of items organization-wide:

- Transport items between main house and Family Rooms as needed and coordinated by Facilities & Fleet Manager

- Transport storage and other items between off-site storage and main house
- Drive vehicles/trailers to move items and make deliveries
- Moving mattresses and other furniture and items as needed

Other Duties and Responsibilities:

- Attending department staff meetings, which are held during normal working hours
- Assisting with duties as assigned by Facilities & Fleet Manager

Supervisory Responsibilities:

- Volunteers, as directed by Facilities & Fleet Manager or requested by Volunteer Manager

Work Environment:

- Most work is conducted in an office, hospital or communal living environment, with some outside during all seasons of the year
- Must be able to drive Box Trucks and transit vans, with a clean driving record to be insured under RMHC motor vehicle policies

**THE PERSON:**

Experience Required:

Requires at least two+ years of work experience in commercial or general home repair, and experience driving a large vehicle.

Skills Required:

- Ability to successfully complete criminal background check and required immunizations due to proximity to vulnerable guests that are served by the organization
- Must be able to lift 35 pounds independently, bend, twist, reach, use a ladder, and meet the physical demands of a job in operations
- Must be able to perform basic maintenance & cleaning
- Ability to communicate effectively with guests, co-workers and supervisor
- Strong attention to detail
- Ability to work both independently, and with other members of the Operations Team
- Interest in basic building maintenance preferred with a do-it-yourself aptitude
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines
- Fluency in Spanish is a plus
- Flexibility with regards to work assignments and changing priorities
- Cultural competency to effectively work among wonderfully diverse staff, volunteers and guests

Educational Requirements:

High school diploma or equivalent

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

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