

## Job Description



<b>Job Title: Director of House Operations</b>		
<b>Reports To: CEO</b>		
<b>Job Status:</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Hours: <u>40</u> / week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
<b>Job Summary:</b>		
<p>As a senior leadership team member, the Director of House Operations is responsible for all aspects of planning, direction, and oversight of the operations and services to families at the Ronald McDonald House of Charlotte. The DHO is an exempt, salaried employee who exercises independent judgment and discretion about the overall management of House operations, including House administration, guest family support, and facility management. The DHO is accountable to the CEO, and undertakes special projects as assigned.</p>		
<b>Essential Functions:</b>		
<p><u>Leadership</u></p> <ul style="list-style-type: none"><li>• Serve on Ronald McDonald House Charities of Greater Charlotte (RMHC of GC) leadership team as a strategic leader with shared responsibility for the health and growth of the organization. Develop and implement strategies, procedures and plans needed to enhance RMHC of GC and set organizational goals.</li><li>• Develop and lead a high performing team of House Operations staff by further developing and implementing recruitment, training and retention strategies while building an organizational culture representing RMHC of GC values. Encourage team members to engage in professional development. Perform employee reviews and develop corrective action plans if needed.</li><li>• Develop, maintain, and grow strong hospital partnerships/relationships. Develop avenues to regularly support and connect with hospital staff.</li><li>• Lead efforts to ensure that best practices are utilized and that resources are leveraged and deployed in the most effective way to accomplish RMHC of GC goals. Further ensure that efforts are cost effective and maximizes the use of RMHC of GC facilities managed to annual budget goals.</li><li>• Prepare monthly Programs Statistical Report for the CEO.</li><li>• Attend board meetings and serve as administrative lead for the Board Operations Committee and co-lead with Director of Volunteer &amp; Family Programs for the Board Programs Committee. Build relationships and recruit community members with pertinent backgrounds/skills/knowledge to participate on each committee.</li><li>• In collaboration with CEO and Finance Manager, create achievable annual House Operations budget.</li><li>• Assist and represent RMHC of GC with Development activities/events as requested.</li></ul> <p><u>House Program</u></p> <ul style="list-style-type: none"><li>• Oversee the daily operations of the House, as well as effectiveness of services, analyze guest statistics to identify new and changing needs, and make recommendations to address those.</li></ul>		

- Ensure coverage of staff to operate the House 24/7.
- Oversee ongoing House maintenance, as well as planning for future needs as the organization grows. Plan, formulate budgets, and provide direction for renovation, repair and expansion projects as approved by Board and CEO, and directed by the reserve study.
- Formulate, update, and execute a regular maintenance system including weekly, monthly, and annual checklists of tasks and inspections to insure cleanliness and safety of House.
- Provide for all staff a strong day-to-day leadership presence; bridge national and regional operations and support staff-wide communication and collaboration.
- Responsible for daily operations, ensuring a safe and clean welcoming environment for guest families, including oversight of the volunteer resources to meet these daily operational objectives.
- Work in cooperation with respect to RMHC of GC staff, volunteers, and guest families, to manage guests concerns and incidents effectively and compassionately, using conflict resolution, communication, and leadership skills.
- Conduct ongoing research for adapting the RMHC of GC House operations and processes to changing external environments. Identify opportunities for improved efficiencies and supervise the implementation of improvements to internal controls and operating procedures.
- Ability and skill to become a power user of Family Registry software programs.
- Supervise Family Service Interns and directly manage the program with Pfeiffer University.
- Develop and maintain an organizational culture which is both proactive and results oriented, but also nurturing and family centered.

#### **Professional Qualifications:**

- Bachelor's degree
- 5-7 years' experience in non-profit leadership/management, human services, or other field, including program planning, implementation, and evaluation.

#### **Knowledge, Skills and Ability:**

- Knowledge of Microsoft Office products – Word, Excel, PowerPoint and Outlook
- Staff management experience
- Deep experience in program, budgeting and fiscal management and a broad understanding of strategic development and planning, business analysis, finance, and information systems
- Demonstrated capacity for creating and maintaining strong, positive relationships and for cultivating a caring and equitable environment for our staff, volunteers and most importantly, our guest families
- Strategic, visionary and agile with an unwavering commitment to the mission
- General maintenance knowledge
- Excellent interpersonal skills and ability to relate to people of diverse backgrounds
- Excellent verbal, written and organizational skills with the ability to manage multiple projects, meet frequent deadlines, and be self-directed
- Demonstrated problem solving and decision-making skills with the ability to work in a flexible, team orientated environment
- Ability to understand, create, and prepare statistical reports for program utilization

**Leadership/Management Responsibility:**

- Family Service Managers (Day and Evening)
- Weekend House Managers
- Relief House Managers
- Facilities Manager
- Overnight Security
- Janitorial Services

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; sit; reach with hands and arms and talk or hear. The employee is occasionally required to walk and use hands to finger, handle, or feel. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Employee:

Date:

Director:

Date:

**NOTE:** This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the position. While this is intended to be an accurate reflection of the current position, the Board of Directors reserves the right to revise the position as needed.