Director of House Operations

Reports to: Executive Director
Department: Program
Salary Range: $74,000-$92,000
Position Type: Full-Time, Exempt
Supervises: Facilities, Volunteer Services, Meals & Community Outreach, and other operational personnel as assigned.

Position Summary:

The Director of House Operations is responsible for the effective, efficient, and consistent operation of all RMHC House facilities and designated Family Rooms. This position oversees facilities, maintenance, housekeeping, volunteer services, meals and community outreach, purchasing, inventory, fleet management, and operational systems.

We are seeking a highly organized, detail-oriented operations professional who excels at creating structure, managing multiple priorities, developing efficient systems, and holding teams accountable. This individual must be proactive, resourceful, and able to move between strategic planning and day-to-day operational needs.

Working closely with the Executive Director and leadership team, the Director ensures facilities are safe, welcoming, well-maintained, appropriately staffed, and adequately supplied while supporting the organizations commitment to exceptional hospitality and service to families.

Essential Responsibilities:

Facilities & House Operations

- Oversee daily operational readiness of all House facilities and Family Rooms.
- Ensure facilities are clean, safe, functional, secure, and well-maintained.

- Establish preventive maintenance schedules, work-order systems, inspections, and operational checklists.
- Manage repairs, contractors, vendors, building systems, equipment, and capital maintenance priorities.
- Oversee emergency preparedness, safety procedures, facility access, and incident response.
- Ensure consistent operational standards across all locations.

Staff, Housekeeping & Volunteer Services

- Supervise and provide direction to facilities, housekeeping, volunteer services, and meals/community outreach personnel.
- Establish clear expectations, responsibilities, schedules, and accountability measures.
- Ensure housekeeping standards, room turnover, sanitation, and laundry operations are consistently maintained.
- Oversee volunteer recruitment, onboarding, scheduling, training, engagement, and retention.
- Provide regular coaching, performance feedback, and staff development.
- Ensure adequate staffing and coverage across assigned operational areas.

Meals & Community Outreach

- Oversee meal programming, including meal providers, volunteers, food donations, scheduling, and food safety.
- Develop and maintain relationships with community groups, businesses, and organizations that support volunteer and meal programs.
- Ensure programs are organized, reliable, and responsive to family needs.
- Partner with Development and Marketing & Communications on community engagement and stewardship.

Purchasing, Inventory & Fleet Management

- Develop and oversee purchasing, procurement, inventory, and supply chain systems.
- Establish standardized ordering processes, inventory controls, reorder schedules, and supply distribution.

- Manage vendor relationships, pricing, purchasing agreements, and cost efficiencies.
- Maintain appropriate inventory levels and prevent unnecessary spending, waste, and shortages.
- Oversee organizational fleet management, including vehicle maintenance, service schedules, registrations, insurance coordination, usage tracking, safety inspections, and replacement planning.
- Ensure vehicles are properly maintained, available, and operated in accordance with organizational policies.
- Coordinate purchasing and expense management with the Finance Director and ensure spending remains within approved budgets.

Operational Systems, Budget & Accountability

- Develop, document, and maintain standard operating procedures across all assigned functions.
- Create systems that improve organization, communication, efficiency, and accountability.
- Develop and manage the annual House Operations budget in partnership with the Executive Director and Finance Director.
- Monitor expenses, maintenance costs, purchasing trends, vendor performance, and resource utilization.
- Maintain accurate records, schedules, contracts, inventories, and operational documentation.
- Identify operational challenges, anticipate needs, and implement solutions before they become larger problems.
- Establish measurable performance goals and regularly evaluate operational effectiveness.

Leadership & Collaboration

- Participate in leadership meetings, organizational planning, and cross-departmental initiatives.
- Work collaboratively with Family Services to ensure operational resources support family needs.
- Partner with Finance, Development, and Marketing & Communications to coordinate organizational priorities.
- Provide regular updates, recommendations, and operational reports to the Executive Director.
- Foster a culture of teamwork, professionalism, ownership, and accountability.

Ronald McDonald House Inland Northwest
Job Description: Director of House Operations

Family-Centered Hospitality

- Ensure all operational decisions reflect our mission and commitment to families.
- Maintain a welcoming, respectful, safe, and home-like environment.
- Model exceptional hospitality and ensure operational standards support the best possible family experience.
- Balance family needs, operational capacity, safety, and responsible stewardship of resources.

Qualifications:

Required

- Demonstrated experience in operations management, facilities management, logistics, hospitality, or a related field.
- Exceptional organizational skills and strong attention to detail.
- Proven ability to develop systems, processes, schedules, and procedures that improve operational efficiency.
- Experience supervising employees and managing multiple operational functions.
- Strong project management, problem-solving, and prioritization skills.
- Experience managing budgets, purchasing, vendors, and organizational resources.
- Ability to establish expectations, monitor performance, and address accountability.
- Strong communication and interpersonal skills.
- Proficiency with office software and operational management systems.
- Ability to respond to occasional after-hours operational needs.

Preferred

- Bachelor's degree in business administration, operations management, facilities management, or a related field; equivalent experience considered.
- Five or more years of progressively responsible operations or facilities leadership experience.

- Experience overseeing multiple facilities, fleet operations, procurement, inventory, and vendor relationships.
- Experience in hospitality, healthcare, nonprofit, or other service-oriented environments.

Measures of Success

Performance will be evaluated based on:

- Consistently safe, clean, functional, and well-maintained facilities.
- Reliable staffing, scheduling, and operational coverage.
- Strong staff supervision, communication, and accountability.
- Effective volunteer coordination and consistent meal programming.
- Organized purchasing, inventory, fleet, and supply chain management.
- Responsible budget management and cost control.
- Documented systems, procedures, and consistent operational practices.
- Proactive problem-solving and improved operational efficiency.
- Strong collaboration across departments.
- A welcoming, well-maintained environment that supports families.

Position Authority & Accountability:

The Director reports directly to the Executive Director and is accountable for the performance and continuous improvement of assigned operational functions.

The Director has authority to manage day-to-day operations, supervise assigned staff, coordinate vendors and volunteers, and make purchases within approved budgets and established authorization limits.

Organization-wide strategy, executive personnel decisions, and organizational financial oversight remain with the Executive Director and designated leadership.

This position requires sound judgment, initiative, strong organizational skills, and a commitment to operational excellence and RMHC's mission.

Employment Terms:

Full-time, exempt position with benefits. Compensation will be determined based on qualifications, experience, and organizational compensation structure. Employment is subject to organizational policies and the Employee Handbook.

Working Conditions/Physical Demands:

- Some lifting and carrying are required. Must be physically capable of carrying 35 lbs.
- Standing and/or sitting for extended periods of time.
- Physical ability for general maintenance/upkeep of inside/outside the facility.
- Public speaking.

Equal Employment Opportunity (EEO) Statement:

Ronald McDonald House Charities of the Inland Northwest believes that every employee has the right to work in an environment free from discrimination. It is our policy to hire, compensate, promote, transfer, discharge, and make other employment-related decisions without regard to an individual's race, color, sex, religion, creed, age, marital status, national origin, sexual orientation, the presence of any sensory, mental, or physical disability, genetic information, gender identity or expression, veteran status, or any other basis protected by federal, state, or local law.