



## Senior Director of House Operations - Durham

### Position Description

May 2024

Reports to: Chief Operations Officer

Classification: Full Time—Exempt

Starting Salary: Upper \$60K's

### **Mission Statement:**

Ronald McDonald House Charities of the Triangle provides a “home-away-from-home” and a community of support for the families of seriously ill and injured children.

### **Position Summary**

The Senior Director of House Operations - Durham is responsible for the leadership and oversight of all aspects of the day-to-day operation of the Durham Ronald McDonald House. This program location provides lodging, meals, and supportive activities for families who have a child receiving medical treatment at area hospitals. In addition to 46 guest rooms, the House includes administrative staff offices, service areas, and shared family amenity spaces. Key areas of responsibility include leading and supporting the operations staff team; managing the repair, maintenance and stewardship of facilities, grounds, and equipment; and ensuring a clean, safe, welcoming, and supportive environment for guests, volunteers, visitors, and staff. The Senior Director of House Operations is also a member of the Leadership team for the Ronald McDonald House Charities of the Triangle, facilitating communication and coordination across programs, and participating in program development, program evaluation and strategic planning.

### **Essential Duties and Responsibilities**

1. Providing leadership, coordination, and oversight of every aspect of the day-to-day operations of the Durham Ronald McDonald House program location.
2. Leading and supporting the Operations staff team. Duties include recruitment, training, supervision, staff development, and nurturing a commitment to excellence. Team members include Facilities and Family Services staff and contracted housekeeping services.
3. Coordinating with the Volunteer Manager and their program director to ensure that volunteer roles and activities effectively contribute to the overall operation of the House program.
4. Overseeing the Family Services program, actively supporting the Family Services Manager in fostering strong partnerships with the hospital, handling daily admissions, coordinating room turnover, responding to guest family concerns, and ensuring excellent service to our guest families.
5. Ability to respond to facilities & guest family emergencies after hours, and work with the Family Services Manager, to ensure 24/7 coverage of the House. This includes occasionally filling in for other staff during emergency callouts, holidays and/or inclement weather.
6. Managing and stewarding facilities, safety systems, equipment and vehicles involved in the House program. Work with the Senior Facilities Manager to execute a regular maintenance

system including weekly, monthly, and annual checklists of tasks and inspections to ensure cleanliness and safety of the House and vehicles.

7. Planning and overseeing budgets for program delivery, facilities, and capital projects at the Durham House location, addressing both immediate and long-term needs.
8. Ordering and managing supplies (food, cleaning, paper products, office supplies, etc.) to ensure adequate, on-site supply for the House program and administrative offices.
9. Ensuring operational policies, emergency procedures, safety protocols and training materials are up to date and accurately distributed to staff.
10. Participating in the RMHC Triangle Leadership team, collaborating with other team members to support the organization's effectiveness, impact, and growth.

### **Knowledge, Skills, and General Competencies:**

- Proven leadership abilities including strong management, planning, problem solving, critical thinking, and organizational skills.
- Demonstrates a passion for the organization's mission and the ability to use that passion to motivate staff team members, volunteers, and donors.
- Must be sensitive and compassionate to the challenges and emotions of guest families and able to effectively handle guest issues and concerns.
- Possess excellent interpersonal skills with the ability to relate to people of diverse backgrounds.
- Excellent verbal and written communication skills.
- Must be self-directed, able to manage multiple tasks, schedules, and projects concurrently and with attention to detail.
- Motivated to meet and exceed mutually agreed upon targets for performance including occupancy, guest satisfaction, safety training and inspections, and staff performance.
- Maintain social, ethical, and organizational values; maintain confidentiality of personal and proprietary information; and demonstrate commitment to diversity, equity, and inclusion.
- Proficient computer skills, specifically Microsoft Office and database systems.
- Fluency in Spanish is highly preferred.

### **Other Duties and Responsibilities**

- Commitment to working as a part of a team, fostering positivity and high performance.
- Assist with other tasks and projects as assigned.
- Availability to provide backup coverage when needed (evenings, overnights, weekends).

### **Educational and Professional Experience**

- Bachelor's degree and 3-5 years of work experience in a managerial/leadership role.
- Previous facilities management, and experience with budgeting and accountability for expenditures.

Ronald McDonald House Charities of the Triangle offers a competitive starting salary, a strong, comprehensive benefits program, and the chance to make a meaningful difference in the lives of the families we serve.