Ronald McDonald House Idaho

Director of Operations
Job Posting

Job Summary: The Director of Operations is a full-time, exempt position, responsible for the oversight of all program activity for Ronald McDonald House Idaho, including the Ronald McDonald House in Boise, the Ronald McDonald Family Room in Idaho Falls, and the Hospitality Carts in Boise & Twin Falls. The position supervises all program staff and oversees program budgets, maintenance, and operations of the facilities. The position is based in Boise but will require occasional travel for oversight of programs. The Director of Operations is part of the leadership team and reports to the Executive Director.

Primary Duties & Responsibilities:

Program Management – Ronald McDonald House, Ronald McDonald Family Room, Hospitality Carts

- Oversee operational policies, procedures, and standards for the House and Family Room programs; evaluate effectiveness and recommend policy and manual revisions to the Executive Director as needed.
- Ensure facilities are maintained in accordance with organizational standards for safety, cleanliness, appearance, infection prevention, and guest experience; oversee House housekeeping operations.
- Direct facility maintenance activities through the online maintenance management system, including preventive maintenance, routine repairs, grounds and landscaping, vendor coordination, and emergency response.
- Maintain oversight of operational records, including volunteer and guest services, occupancy, inventory, and program-related documentation.
- Prepare and analyze monthly operational and occupancy reports, providing recommendations to support effective program management and planning. Review and analyze monthly volunteer reports.
- Manage procurement and inventory of supplies for all programs, ensuring adequate resources while maintaining compliance with approved budgets.
- Negotiate and oversee tracking of service contracts of House/Family Room supplies.
- Collaborate with Family Room and Family Services teams to foster a welcoming, supportive, and family-centered environment for guest families. Manage escalations when necessary.
- Develop and maintain strong working relationships with hospital partners, referral sources, and community stakeholders to support program effectiveness, growth, and family access to services.
- Ensure operational practices align with organizational policies, accreditation standards, regulatory requirements, and best practices.

Management of Program Staff

- Develop and maintain a staffing structure that aligns with organizational goals, operational needs, and approved budgets, including oversight of employees, contract personnel, and volunteer-supported functions.
- Ensure compliance with personnel policies, employment practices, and equal employment opportunity standards.
- Champion and model the mission, values, culture, and Service Standards of Ronald McDonald House Idaho, fostering a positive and engaged workplace environment.
- Ensure adequate staffing and volunteer coverage to meet operational requirements, licensing obligations, and established program hours.
- Oversee compliance with operating agreements, partnership commitments, and service expectations related to the Family Room program and other programmatic partnerships.
- Partner with organizational leadership to identify training and professional development opportunities that support individual growth and organizational effectiveness.
- Recruit, hire, supervise, coach, and evaluate direct-report staff; provide leadership, mentorship, and accountability to build a high-performing and collaborative program team.
- Foster employee engagement, professional development, and succession planning to support long-term organizational success.
- Establish clear performance expectations, monitor outcomes, and provide ongoing feedback to ensure achievement of departmental and organizational goals.
- Promote cross-functional collaboration and effective communication among program teams to ensure a seamless experience for families, volunteers, partners, and stakeholders.

General Administration

- Coordinates in-kind donations, oversees the acceptance and processing of in-kind donations, and fosters relationships with in-kind donors.
- Collaborate with national Ronald McDonald House partners and corporate donors to maximize in-kind support opportunities and resources available to the Chapter.
- Partner with the Development team to identify operational funding priorities, capital needs, equipment purchases, and in-kind support opportunities that advance organizational goals.
- Oversee Medicaid billing processes and reporting requirements; maintain productive relationships with Medicaid representatives and ensure compliance with applicable regulations and reimbursement standards.
- Develop and manage annual operating budgets for assigned departments and programs, providing recommendations for capital improvements and long-term facility investments.
- Monitor financial performance and ensure programs operate within approved budgets while maintaining high-quality services and operational efficiency.
- Collaborate closely with the Executive Director and leadership team to advance organizational priorities, strategic initiatives, and continuous improvement efforts.

- Serve as staff liaison to the ad-hoc Programs Committee providing operational updates, recommendations, and administrative support.
- Utilize data, program metrics, and operational outcomes to inform decision-making, evaluate program effectiveness, and support organizational planning and reporting.
- Represent Ronald McDonald House Idaho professionally in interactions with families, volunteers, hospital partners, donors, vendors, community organizations, and other stakeholders.

Position Requirements:

- Demonstrated passion for the mission, values, and programs of Ronald McDonald House Idaho.
- Bachelor's degree in business administration, nonprofit management, healthcare administration, hospitality, operations management, or a related field; equivalent combination of education and experience may be considered.
- Three to five years of progressive leadership experience with responsibility for operations, facilities, programs, or related functions.
- Experience overseeing facility operations, maintenance programs, inventory management, and vendor relationships.
- Experience developing, managing, and monitoring departmental budgets and operational resources.
- Demonstrated success leading, supervising, coaching, and developing individuals and teams.
- Strong understanding of operational policies, procedures, compliance requirements, and organizational best practices.
- Excellent verbal, written, interpersonal, and presentation communication skills.
- Proficiency with Microsoft Office applications, databases, and reporting systems.
- Experience working with volunteers and fostering positive relationships with community stakeholders.
- Demonstrated ability to build collaborative partnerships with healthcare organizations, vendors, donors, community partners, and other stakeholders.
- Strong analytical, problem-solving, and decision-making skills with exceptional attention to detail.
- Ability to manage multiple priorities, adapt to changing needs, and meet deadlines in a dynamic environment.
- Solutions-oriented mindset with a strong commitment to customer service, hospitality, and family-centered care.
- Ability to exercise sound judgment, maintain confidentiality, and handle sensitive information with professionalism and discretion.
- Strong organizational skills with the ability to work independently, collaborate effectively, and provide leadership across departments.
- Experience utilizing operational data and performance metrics to support planning, decision-making, and continuous improvement.

Salary and Benefits:
Salary range starts at $88,000 and is commensurate with experience. Ronald McDonald House Idaho promotes health and well-being and offers a comprehensive benfits package that includes paid time off and extended illness benefits, medical, dental, and vision insurance, as well as a Simple IRA plan.

Required Application Material:
Please submit a cover letter indicating your interest, salary requirements, and qualifications for the position, and attach a resume that includes employment history and references to Nancee Bakken at nancee@ronaldmcdonaldhouseidaho.org

Ronald McDonald House Idaho is a drug-free workplace. All applicants must pass a drug screening and background check and have a clean driving record.