



Manager of Facility Operations

Reports to: President & CEO

Status: Full-time, exempt

Schedule: Monday-Friday, 8:00am – 5:00pm with occasional evenings or weekends
This position will need to be available for occasional emergency call-ins.

Salary Range: \$65,000 – \$75,000

To Apply: Please submit a resume to Scott Matlick, President & CEO, at smatlick@rmhctucson.org.

About our Organization

Ronald McDonald House Charities of Southern Arizona (RMHC®-SA) envisions a world where every family has what they need to ensure the best health outcomes for their child. Since 1981, the Ronald McDonald House® in Tucson has provided a warm and welcoming “home-away-from-home” for families with critically ill children that have traveled to Tucson for medical care. Some stay a few days. Some stay a few months. We offer them all a comfortable place to stay in a loving, supportive environment – all at no cost to the families.

We also serve all families at Banner Children’s Diamond Children’s Medical Center and TMC for Children with the Ronald McDonald Family Room® programs – places for family members to rest and regroup just steps from their child’s bedside. We partner with local Federally Qualified Health Centers on two Ronald McDonald Care Mobile® programs to provide dental care to children in underserved areas. In December 2024, we opened the RMHC Sibling Center in connection with the Play Zone at Banner Diamond Children’s.

Inclusion and belonging are core values at Ronald McDonald House Charities of Southern Arizona. We are passionate about building and sustaining a welcoming and equitable environment for all staff, volunteers, and guests. We believe every member of our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, by identifying challenges, and by discovering, designing and delivering solutions.

RMHC-SA offers a competitive salary with a strong benefits package, including medical (100% paid for employee, plus 70% for family), dental, and vision insurance (both 50% for employee), retirement savings matching, and a generous PTO plan.

How You Can Help

The team at RMHC-SA is dynamic, compassionate, and ambitious. A successful candidate will share our passion for improving the lives of children and their families. We are looking for a team player with excellent organizational skills to direct the long-term upkeep and expansion of our facilities, grounds, and vehicles. If you have a strong technical knowledge of building maintenance, love to interact with people, prioritize safety, and enjoy implementing systems, this might be the right position for you.

The Manager of Facility Operations will:

Ensure the Ronald McDonald House is the best facility for our guest families:

- Oversee daily facility operations, including HVAC, electrical, plumbing, security systems, vehicles, and overall building and grounds maintenance.
- Plan and execute capital improvement projects in collaboration with leadership team, including contractor oversight and project management.
- Manage budgets, expenses, and cost-saving efforts.
- Conduct cost-benefit analyses for facility repairs and purchases.
- Oversee all facility-related vendor contracts and monitor vendor performance.
- Supervise, support, and develop the housekeeping and maintenance positions, including performance reviews and ongoing training.
- Manage third-party overnight security team.
- Manage preventative maintenance, maintenance requests, and the monthly House Maintenance duties to ensure timely and efficient facilities upkeep.
- Ensure the facility meets all health, safety, fire code, and environmental standards, supporting regular inspections and staff safety training.
- Maintain updated facilities policies and procedures.
- Conduct daily walk-throughs of common areas to identify maintenance, housekeeping, and safety needs, ensuring proper follow-up.
- When needed, provide tours to visitors, vendors, and potential donors, and support in-kind and financial contributions related to facility's needs, in coordination with the Development Department.
- Maintain equipment in Ronald McDonald Family Room programs and Sibling Center.

Support our guest families and volunteers:

- Leads with compassion and supports guest families during their stay with facilities-related requests and issues.
- Assist volunteers with maintenance projects, in collaboration with the Volunteer leadership team
- Provide a welcoming and appreciative environment for volunteers, ensuring they feel valued and informed.

Play an important role in administrative & team responsibilities:

- Actively build and maintain our digital facility management system, Maintenance Care.
- Maintain and/or establish policies and procedures to ensure consistent, high-quality service delivery.
- Attend team meetings or training sessions as requested by program leadership.
- Uphold our mission and values by displaying confidence, sensitivity, and diplomacy in all interactions with varied constituents, including guests, volunteers, members of the Board of Directors, hospital personnel, staff, and donors.

Minimum Qualifications

- High School diploma or GED required
- Bachelor's degree or 5 years of facilities management experience, preferably in a nonprofit, hotel, or customer-service setting
- Bilingual in English and Spanish is preferred but not required
- Experience working in a nonprofit, hotel, or medical environment is a plus
- A track record as an excellent communicator, in writing as well as verbally, preferably with customers and/or the medical community
- Ability to maintain confidentiality of patient, personnel, and corporate data
- Must be able to pass a criminal background check and drug test
- This position requires standing, sitting, and walking for periods of time as well as the ability to bend, lift, push, pull or carry supplies up to 50 pounds.
- Valid driver's license and reliable transportation. Must be able to be covered by our vehicle insurance.
- Flexibility to adjust work hours and occasionally cover additional shifts as needed

Knowledge, Skills and Abilities

- Must demonstrate the ability to be highly sensitive and supportive of the needs of Ronald McDonald House guest families
- Knowledge of building systems (HVAC, electrical, plumbing, security), building codes, and preventative maintenance
- Knowledge of communications and IT is a plus
- Strong attention to detail
- Ability to work well under pressure, meeting multiple and/or conflicting deadlines
- Good analytical and problem-solving skills
- Excellent communication and organizational skills are required.
- Ability to represent the Ronald McDonald House professionally and enthusiastically
- Ability to work independently
- Microsoft Office (or equivalent) skills, including Outlook, Word, and Excel
- This position description provides a general overview of the duties, responsibilities and work conditions of the position. It is not designed to be a comprehensive inventory of all duties, responsibilities and qualifications required of employees in this job.

Equal Employment Opportunity

Ronald McDonald House Charities of Southern Arizona believes that all employees are entitled to Equal Employment Opportunity. We do not discriminate against employees or applicants for employment based on race, color, creed, religion, sex, gender, age, national origin, sexual orientation, disability, veteran status, pregnancy, or any other legally protected characteristic. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.