



**Job Title:** Chief Operating Officer (COO)  
**Reports To:** Chief Executive Officer (CEO)  
**Position Type:** Full-time, Exempt  
**Salary Range:** \$65,000 – 75,000 DOE

**Do you lead with heart and integrity? Are you an innovative problem-solver? Are you able to inspire others to go above and beyond? If so, we may have an opportunity for you!**

Ronald McDonald House Charities of New Mexico (RMHC-NM) provides comfort, care and a “home-away-from-home” for families whose children are in medical treatment. Throughout the challenges of the last year, we have remained committed to strengthening communities one child at a time and are focused on our core of providing welcoming spaces that exude warmth and compassion. By joining our leadership team, you have the unique opportunity to contribute to our growth, shape our team, and make a direct impact to our community.

## **JOB DESCRIPTION**

The Chief Operating Officer (COO) serves as a key leadership team member and an active participant in making strategic decisions and managing the daily operations and administrative functions of the Ronald McDonald House Charities of NM (RMHC-NM). This role includes overall responsibility for mission delivery inclusive of Family Services, Facilities Management, Human Resources & Financial Management, Information Technology, and Program Development.

The COO is responsible for the oversight and leadership of the entire Operations team which includes the Facilities Supervisor, Family Room Coordinator, Volunteer Coordinator, and the House Managers and Family Services Staff at two locations. The COO will provide training, encouragement, and team building opportunities for staff members, always fostering an above and beyond approach and “guest first” attitude.

## **PRIMARY DUTIES & RESPONSIBILITIES**

### Family Services

- Oversees the overall management of Family Services which operates 7 days a week, 24 hours a day.
- Provide an atmosphere of support for the Family Services team who interact with guests to assure needs are met while striving for 99% guest satisfaction.
- Coordinates with House Manager to determine long-term stays, reduction of fees, and guest placement; knowledgeable in all aspects of Medicaid billing.
- Keeps informed about families and their medical situations; is sensitive and supportive of their needs and respects the privacy and confidentiality of all guests and agency information.
- Evaluate and maintain guest reservation systems and process.
- Analyze guest statistics to recognize trends and areas of improvement.
- Respond quickly and appropriately to all guest-related emergencies and document accordingly.
- Maintain positive working relationships with hospital administration and staff to ensure ongoing support and coordination of RMHC-NM programs and services.

### Facilities Management

- Collaborates with Facilities Supervisor to ensure all safety and OSHA requirements are met; fire alarms and sprinkler systems are maintained; and fire safety regulations are written, posted, and communicated. Coordinates annual fire drill.
- Supervises maintenance staff to ensure the facilities are maintained to a high standard of cleanliness and

repair (maintains updated and accurate records).

- Oversees repair, replacement, and maintenance of all aspects of the facilities and grounds, including all furnishings, fixtures, and equipment.
- Oversee solicitation of quotes for major facility-related service contracts and projects.
- Evaluate quotes, make recommendations to CEO, finalize agreements, and assure contractor performance is monitored.
- Listed as emergency contact for facility emergency situations after office hours.

#### Human Resources & Financial Management

- Oversight and adherence to federal, state, and local employment and compliance regulations.
- Coordination and completion of all new hire paperwork and onboarding.
- Maintain Human Resources and Employee files.
- Manage Health & Welfare Plans, 403(b) Retirement Plan, along with policy and plan renewals.
- Establish and promote a supportive, respectful, inclusive, and collaborative environment.
- In partnership with CEO, identify, establish, and advance Diversity, Equity, and Inclusion initiatives, supporting a culture of empathy and belonging.
- Identify and provide staff training and development needs.
- Establish and conduct performance appraisals and annual salary reviews for management and oversee evaluation process for other RMHC-NM staff.
- Responsible for payroll, prepares accounts payable for house needs, and processes deposits and invoices
- Annual Budget preparation in coordination with CEO and contract accountant.
- Coordinates RMHC-NM's Risk Management and Emergency Plan with the CEO.

#### Information Technology

- Recommends strategies, policies, and procedures to CEO.
- Works with CEO and IT Contractor to maintain the integrity of RMHC-NM's computer network, wireless system, security, and telecommunications systems.
- Oversees the contracting, communications, and business reviews with the IT Contractor.
- In collaboration with the CEO and IT Contractor, manages the acquisition of all hardware, software, and systems.
- Analyze technology infrastructure and recommend next level of IT as needed to support the growth of the RMHC-NM programs.

#### Program Development

- Direct the development, implementation, and monitoring of services and programs for guest families and other RMHC-NM programs.
- Identify new and changing needs, plans, and implement new programs and program changes.
- Ensure development, documentation, and maintenance of guidelines, systems, procedures, and materials necessary to support effective program delivery of guest services and other RMHC-NM programs.
- Develop, implement, and maintain RMHC-NM operations/programs policies and procedures including emergency response plans utilizing guidance from RMHC Global.
- Evaluate opportunities for expansion and provide oversight of new construction and capital improvements.
- Coordinate and prepare program's annual plan and budget.

### **ANCILLARY JOB FUNCTIONS**

- Maintain positive and cooperative relationships with all staff, volunteers, donors, and stakeholders.
- Respect the privacy and the confidentiality of all guests and agency information.
- Work and provide support for RMHC-NM events.
- In all instances, serves as an ambassador for the RMHC-NM, appropriately communicating the mission and purpose of the organization.
- Assist with on-call coverage as needed.
- Perform other duties as assigned.

## KNOWLEDGE, SKILLS & ABILITIES

### Required:

- 5-7+ years of experience in management, nonprofits, business, and/or leadership
- Office management and staff supervision essential
- Facilities Management, Human Resources, and general Financial/Accounting experience
- Strong leadership skills – inspires and leads with integrity, respect, and a foundation of trust
- Possesses the ability and desire to look for opportunities, question the status quo, and be a possibility thinker
- Computer literate (Microsoft Office programs) and familiar with database entry and maintenance
- Effective communication skills, both written and oral
- Solid organizational skills with consistent and dependable follow up
- Customer Service oriented
- Innovative problem solver with effective decision-making skills
- Collaborator who can build strong and mutually beneficial relationships with staff, volunteers, vendors, and external audiences
- Ability to interact effectively with management and board of directors to maintain confidentiality
- Demonstrates respect and appreciation for diverse cultures and ability to work and interact with a diverse group of individuals
- Able to thrive in a fast-paced environment with complex arrangements and simultaneous commitments
- Ability to perform physical tasks usually associated with housekeeping/custodial, light maintenance, and managing inventories

### Preferred:

- Nonprofit experience
- Information Technology experience
- Volunteer Management
- QuickBooks experience helpful
- Experience with ARREVA Donor Management Software (or similar software)
- Experience working with a Board of Directors
- Conversational Spanish a plus

### Work Environment & Physical Demands

This position operates in a professional office environment and routinely uses standard office equipment such as computers, phones, copiers, filing cabinets, etc. 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 required to stand, walk, sit (at desk 75% of the day), climb stairs, and perform small maintenance tasks as needed. The employee may occasionally lift or move up to 50 pounds. Talking and hearing are essential for communications and visual acuity essential for reading.

### RMHC-NM Benefits

The Ronald McDonald House Charities of NM provides a competitive salary and a generous benefits package which includes 100% company-paid Health & Welfare Benefits for employees to include Medical/Rx/Dental/Vision. In addition, we offer a 403(b) Retirement Plan with employer match, a Medical Flexible Spending Account, Life/AD&D, Mental Health Benefits and an Employee Assistance Program, Employee-paid LTD/STD and Long-term Care Insurance, generous Paid-Time Off Program, Community-Time off for volunteer opportunities, and a variety of Professional Development opportunities.

**If you're interested in joining our team and being considered for our COO opportunity, please submit your resume and cover letter to [Careers@rmhc-nm.org](mailto:Careers@rmhc-nm.org)**