



Job Title: Facilities Manager

FLSA Status: Exempt

Reports To: Chief Program Officer

Last updated: June 30th, 2025

Position Summary: The Facilities Manager is responsible for ensuring the effective operation, maintenance, safety, and functionality of the Ronald McDonald House Charities of Richmond (RMHC Richmond) facilities. This role supports a clean, safe, and welcoming environment for guests, staff, and volunteers by overseeing all aspects of facilities management, including preventative maintenance, vendor coordination, budgeting, compliance, inventory, and facility services. The Facilities Manager works closely with senior leadership to align facility operations with organizational goals, long-term planning, and capital improvement initiatives.

Position Responsibilities:

- Ensure the RMHC Richmond facility is fully operational, safe, and compliant with all local, state, and federal regulations.
- Work closely with the Chief Program Officer (CPO) to develop, implement, and maintain preventive maintenance programs and facility life-cycle planning.
- Maintain responsibility for the Facilities Management Budget, ensuring all spending aligns with organizational priorities and remains within budget.
- Conduct and document regular facility inspections in compliance with safety, insurance, and RMHC Global standards.
- Supervise all maintenance and repair activities, including internal staff and third-party contractors.
- Respond promptly to equipment/system alarms, failures, and maintenance emergencies.
- Maintain organized and well-stocked storage areas; conduct regular inventory of facilities supplies (cleaning, maintenance, etc.) and place supply orders as needed.
- Implement and manage an inventory tracking system to ensure accurate records and efficient supply use.

- Notify the CPO of any major repair work (over \$2,000) requiring outside vendor services.
- Supervise housekeeping staff to uphold RMHC Richmond's cleanliness and service standards.
- Serve as a backup to the Program Manager for operational coverage and support during absences or high-volume periods.
- Collaborate with CPO to implement best practices in energy efficiency, cost reduction, and sustainability.
- Collaborate effectively with all departments and leadership to support RMHC Richmond's mission and service excellence.

Knowledge and Skills:

- Demonstrate a positive and empathic attitude when working with guests, donors, volunteers, and others.
- Comfortable working independently within program spaces while interacting with patients, their families, and the clinical team.
- Demonstrate respect for the privacy and confidentiality of all guests and agency information
- Have a valid driver's license
- Strong planning, organizational, and time management skills
- Clear communication (written and verbal)
- Critical thinking and problem-solving
- Attention to detail and high accountability
- Flexibility and adaptability in a fast-paced environment
- Proficiency in Microsoft Office and facility/inventory software systems

Education and Work Experience:

- Bachelor's degree in social sciences, Hospitality, or related field; OR equivalent certification
- 5 or more years of experience in nonprofit work or related field; OR
- Any similar combination of education and experience preferred.
- Strong knowledge of safety codes, fire and life safety regulations, and maintenance best practices a benefit
- Proficiency in CMMS/preventive maintenance systems
- Understanding of mechanical, electrical, and plumbing (MEP) systems is a plus

Essential Functions:

- As a 365-day-a-year operation, employees may be required to work on holidays and during inclement weather to support continuous service delivery.
- Must have consistent and predictable attendance.
- Must be able to lift a minimum of 40 pounds.
- Flu vaccination per hospital policy.

Reporting to This Position: Program Coordinator and Housekeeping