

Job Title: Operations Supervisor
Reports To: Chief Operating Officer

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| Type of position: <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Contract | Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt | Hours: <u>40</u> /week <input type="checkbox"/> Flexible <input checked="" type="checkbox"/> Scheduled <input checked="" type="checkbox"/> On-Call |
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Job Purpose:

The Operations Supervisor oversees the day-to-day execution of guest services and facility operations at Hospitality House of Charlotte (HHOC). This role ensures that guests experience a safe, clean, and welcoming environment while supporting the operations team in delivering excellent service. This position supervises frontline staff, manages vendor coordination, and handles facility-related tasks. The Operations Supervisor works closely with the COO to implement and uphold operational standards and assist with special projects as needed.

Allocation of Time:

Guest Services and Program Coordination – 40%
Team Supervision and Training- 20%

Facilities and Vendor Oversight - 35%
General Administration - 5%

Summary of Duties:

The following is a summary of the duties and responsibilities of the Operations Supervisor. He/she may perform other duties both major and minor which are not mentioned below. Specific responsibilities may change from time to time at the discretion of the COO.

Guest Services and Program Coordination

- Ensure high-quality guest experience through daily oversight of check-ins, room assignments, guest communication, and house policies.
- Monitor room availability and coordinate with reservation software.
- Respond to guest needs or issues promptly and professionally.
- Maintain guest documentation and program records in accordance with privacy and internal policies.

- Support the implementation and delivery of guest programs (e.g. meals, wellness, volunteer engagements).

Facilities and Vendor Oversight

- Coordinate and supervise maintenance, repairs, and cleaning schedules in partnership with contracted vendors and maintenance providers.
- Conduct regular walkthroughs and inspections of the facility.
- Ensure facility compliance with health, safety, and accessibility standards.
- Track maintenance issues and maintain communication logs with vendors.
- Participate in planning and execution of minor refurbishment or renovation projects.

Team Supervision and Training

- Supervise operations staff including scheduling, task delegation, and performance feedback.
- Support new staff onboarding and continuous training.
- Foster a positive and accountable work culture centered on teamwork and compassion.
- Ensure 24/7 coverage of the House by coordinating with part-time and overnight staff as needed.
- Provide emergency on-call coverage on a rotating basis.

General Administration

- Maintain accurate records and reports of incidents, maintenance needs, and team performance.
- Maintain internal databases to support accurate reporting to funders and stakeholders.
- Provide input to the COO for operational improvements and special projects.
- Assist in implementing safety protocols and emergency procedures.
- Attend internal team meetings and provide updates on facilities and staff matters.
- While regular hours are performed during the weekday, the Operations Supervisor may occasionally be needed outside of weekday hours for events, meetings, trainings, or to handle HR issues.

Qualifications

Ideal Candidate:

The Operations Supervisor will have at least 3 years of experience, prior supervisory or team leadership experience, building and managing a team within a 24/7 facility (e.g., hotel, senior living). The successful candidate will have experience with maintenance/vendor management, and experience with autonomous decision-making in a high-pressure environment. **Those with hotel management experience are strongly encouraged to apply.**

Position Requirements:

- Bachelor's Degree or higher or equivalent professional experience
- Quickly and accurately assesses situations and applies de-escalation techniques as required
- Able to work flexible hours, including on-call and occasional weekends/evenings.
- Analyzes and systematically compiles technical and statistical information to prepare reports
- Highly proficient in MS Office Suite
- Experience with reservation software
- Is emotionally resilient; highly self-motivated, and consistently meets deadlines
- Able to multi-task, perform accurately and efficiently under pressure
- Must be flexible and adaptable to change
- Is highly organized and pays attention to details
- Demonstrates excellent communication skills both written and oral
- The physical demands for this position are as follows; regularly required to sit, speak and hear, stand and walk. Must occasionally lift and /or move up to 40 pounds.

Salary and Benefits

- Hospitality House of Charlotte offers a competitive benefits package that includes health, dental, and vision coverage (HHOC currently covers 100% of employee premium), cell phone stipend, Simple IRA matching contributions, and paid time off.
- The expected starting salary range for this position is **\$65,000 - \$70,000** with consideration given for applicable education and experience above the minimum requirements.