



QUILEUTE TRIBAL ENTERPRISES

HUMAN RESOURCES DEPT.

P.O. Box 67, La Push, WA 98350

(360) 640-5613

Position: Operations Director

Supervisor: QTE Executive Director

Location: Quileute Oceanside Resort Administrative Offices

Work Info: Full-Time 40 Hrs./Week (M-F)

Salary: \$85,000-\$110,000 Depending on Qualifications/Experience

Position Summary

Quileute Tribal Enterprises (QTE) is a tribally owned organization responsible for managing and growing a diverse portfolio of businesses serving the Quileute community and visitors to La Push, Washington. Operations include a hotel/resort, a restaurant, coffee shop, RV park and campground, marina, event center, storage facilities, parking operations, and a convenience store and gas station. Together, these businesses provide essential services, employment opportunities, and economic benefits to the Quileute Tribe.

The Operations Director is a key member of QTE's senior leadership team, reporting directly to the Executive Director. This position oversees daily operations across multiple businesses, ensuring operational efficiency, financial accountability, quality customer service, and consistent management practices. Working closely with the Executive Director, Human Resources, and departmental managers, the Operations Director provides leadership, guidance, and accountability while supporting organizational goals and employee development.

This position requires a highly organized, dependable, and proactive leader with strong communication, problem-solving, and decision-making skills. The successful candidate must be able to manage competing priorities, develop effective teams, address operational challenges, and remain flexible and responsive to the changing needs of QTE's businesses.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Operational Management and Oversight

- Provide daily leadership and operational oversight across all QTE businesses, ensuring efficient daily operations, consistent service standards, and alignment with organizational goals.
- Supervise and support departmental managers and supervisors, establishing clear expectations, responsibilities, performance standards, and accountability.
- Conduct regular site visits, departmental meetings, and operational evaluations to identify concerns, assess business performance, and ensure appropriate follow-through.
- Develop, implement, and improve operational policies, procedures, and systems that promote efficiency, consistency, safety, and effective resource management.
- Coordinate operational planning, staffing needs, seasonal demands, special events, and shared resources across departments to support smooth and effective business operations.

2. Leadership, Staff Development, and Accountability

- Provide strong, professional, and consistent leadership while fostering a positive workplace culture built on teamwork, mutual respect, communication, and accountability.

- Coach, mentor, and develop departmental managers and supervisors, strengthening leadership abilities, decision-making skills, employee performance, and overall departmental effectiveness.
- Work closely and collaboratively with the Executive Director and Human Resources to ensure consistent leadership, effective communication, alignment with organizational goals, and appropriate implementation of policies and personnel decisions.
- Proactively identify, address, and resolve employee and team conflicts in a timely, fair, and professional manner, involving Human Resources when appropriate to ensure proper documentation, policy compliance, and consistent resolution.
- Support employee development, training, hiring, performance management, and progressive discipline practices while ensuring managers maintain appropriate expectations and accountability within their teams.

3. Financial Management and Business Performance

- Assist the Executive Director in developing and implementing annual business plans, operational budgets, financial goals, and capital expenditure priorities.
- Monitor departmental revenue, expenses, labor costs, inventory, and key performance indicators to evaluate financial performance and identify areas for improvement.
- Collaborate with Accounting/Finance and departmental managers to strengthen cost controls, purchasing practices, inventory management, and financial accountability.
- Review operational and financial reports, identify trends, and recommend improvements that support profitability, efficiency, and long-term business sustainability.
- Ensure departmental managers understand and follow established financial procedures, reporting requirements, budget expectations, and spending approval processes.

4. Organization, Communication, and Strategic Planning

- Maintain strong organizational systems to effectively manage multiple businesses, projects, operational priorities, deadlines, and competing responsibilities.
- Establish clear goals, timelines, and expectations for departmental initiatives, ensuring responsibilities are appropriately delegated, monitored, and completed.
- Maintain consistent and timely communication with the Executive Director and appropriate departments regarding operational performance, organizational priorities, significant concerns, and business needs.
- Conduct daily/weekly management meetings, maintain accurate operational records and reports, and ensure timely follow-up on outstanding issues and assigned responsibilities.
- Support the Executive Director in implementing organizational strategies, business improvements, and QTE Board directives while demonstrating initiative, sound judgment, and effective problem-solving.

5. Customer Service, Safety, and Compliance

- Promote exceptional customer service, professionalism, cleanliness, and consistent guest experience standards throughout all QTE businesses.
- Take an active, hands-on role in addressing guest experience needs, including personally assisting with escalated complaints, service concerns, and challenging situations when necessary to ensure timely, professional, and satisfactory resolutions.
- Ensure business operations comply with applicable tribal, state, and federal requirements, as well as established QTE policies, procedures, and safety standards.
- Promote employee and guest safety by ensuring managers appropriately respond to workplace incidents, emergencies, operational hazards, and other concerns, including proper documentation, reporting, and follow-up.
- Maintain positive and respectful relationships with tribal leadership, employees, community members, guests, vendors, and business partners while protecting QTE's reputation and organizational interests.

REQUIREMENTS/QUALIFICATIONS

Education and Experience

- Bachelor's degree in Business Administration, Hospitality Management, Operations Management, or a related field; **OR** an associate's degree in a related field combined with at least five (5) years of progressively responsible management experience.
- Demonstrated experience supervising managers, overseeing multiple departments, or managing complex business operations, preferably within hospitality, tourism, retail, food and beverage, or other service-based industries.

Knowledge, Skills, and Abilities

- Strong leadership, communication, and interpersonal skills, with the ability to motivate teams, resolve conflicts, develop employees, and maintain accountability.
- Exceptional organizational, time-management, and problem-solving skills, with the ability to independently manage multiple priorities, delegate responsibilities, make sound decisions, and ensure consistent follow-through.
- Knowledge of business operations, budgeting, financial reporting, cost control, customer service standards, and operational performance management.
- Proficiency with Microsoft Office and familiarity with point-of-sale (POS) systems, property management systems (PMS), and other business operating software. Experience with Paylocity is a plus.
- Demonstrated professionalism, dependability, integrity, and cultural awareness, with the ability to work effectively with tribal leadership, tribal members, employees, and community stakeholders.

Work Schedule and Availability

The Operations Director is a full-time leadership position requiring flexibility based on the needs of QTE's businesses. While regular administrative hours may generally fall between 8:00 AM and 4:00 PM, the position is not limited to a fixed daily schedule. Because QTE operates multiple businesses with varying hours, including evenings, weekends, and holidays, the Operations Director must be willing to adjust working hours as necessary to support operational demands, meetings, special events, and unexpected situations.

The Operations Director is also expected to remain reasonably available by telephone outside regular working hours to provide guidance and assistance during urgent operational matters or emergencies. Occasional in-person responses outside normal business hours may be required depending on the nature and severity of the situation.

PREFERRED QUALIFICATIONS

- Five (5) or more years of progressive management or operational leadership experience.
- Experience overseeing multiple business locations, departments, or diverse business operations.
- Demonstrated success in developing management teams, improving business performance, and implementing operational improvements.

Special Requirements

- Must possess and maintain a valid driver's license and be insurable under QTE's vehicle insurance policy.
- Must successfully complete a criminal background check in addition to alcohol & drug screening.

- Must maintain a flexible work schedule, including evenings, weekends, and holidays as operational needs require, and remain reasonably available by telephone outside regular working hours for urgent operational matters and emergencies.

Work Environment

- Office setting with frequent computer use.
- Must be able to sit for extended periods.
- Must be able to travel regularly between QTE business locations.

Employee Benefits

- Competitive salary based on qualifications and experience.
- Medical, dental, and vision insurance coverage.
- Paid time off, including vacation, sick leave, and recognized holidays.
- Retirement savings opportunities, subject to plan eligibility.
- Professional development, training, and leadership growth opportunities.
- Employee discount at select QTE Enterprise businesses

General Information:

The statements contained herein reflect the general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or balance the workload.

Indian preference will apply. If applicants have equal qualifications, preference will be given first to a Quileute Indian applicant and then to other Native Americans and Alaska Natives. Except as provided by the Indian Preference Act (Title 25 U.S. Code Sec. 472 & 473) there will be no discrimination in selection because of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership/non-membership in an employee organization.

HOW TO APPLY: Send the Application Package to the address listed below.

Applications can be downloaded at www.quileutenation.org/job-openings/

Via email: qte.hr@quileutetribe.com

-OR-

**The Quileute Tribal Enterprise
Human Resources Department
P.O. Box 67 La Push, Washington 98350**

Ensure your application contains:

1. Quileute Tribal Application **(REQUIRED)**
2. Cover Letter **(REQUIRED)**
3. Resume **(REQUIRED)**
4. Tribal Enrollment Verification **(REQUIRED, if applicable)**
5. Driver's License **(REQUIRED)**
6. Diploma/Transcripts(s) High School/GED, College **(REQUIRED)**
7. Certification(s) **(REQUIRED)**
8. Credentials **(REQUIRED)**
9. Writing Sample(s) (if required)

NOTE: Incomplete applications will not be considered.