



## Home Director

### About Hearts of Hospitality

At Hearts of Hospitality, our mission is simple but powerful — bringing families back to the dinner table.

We believe in creating homes filled with peace, trust, and support, and we know the heart of that experience begins with strong leadership.

As we continue expanding our service lines — including Home Management, Organizing, Cleaning, Laundry Care, Pet Care, and Errands — we are excited to introduce the role of **Home Director**, a key leadership position within the Hearts team.

The Home Director ensures our services flow smoothly, our families feel cared for, and our team members feel supported, equipped, and encouraged. They bring together people, processes, and purpose to make “The Hearts Way” come to life every single day.

### The Role

The Home Director is a strategic, heart-centered leader responsible for overseeing the day-to-day operations of Hearts of Hospitality’s home-based services.

This role blends team leadership, client care, operations management, and quality oversight — ensuring every home we serve receives consistent, thoughtful, and exceptional service.

You’ll support field teams, communicate with clients, refine systems and workflows, and help foster a culture of trust, empowerment, and hospitality. You are the connector — the person who anticipates needs, removes roadblocks, and ensures the entire home services division runs with peace, clarity, and intention.

Whether guiding team members, supporting families through transitions, or strengthening HOH’s service standards, your goal is to bring harmony, consistency, and hospitality to every home interaction.

## What You'll Do

### Team Leadership & Support

- Lead, support, and mentor Cleaning Technicians, Home Assistants, Organizers, and Errand team members.
- Provide daily check-ins, encouragement, and problem-solving support.
- Conduct training refreshers and hands-on guidance to ensure consistency and excellence.
- Foster a culture of compassion, teamwork, and professional growth.
- Support team scheduling, shift coverage, and communication when unexpected changes arise.

### Client Care & Communication

- Build warm, trusting relationships with families and be a consistent point of contact.
- Conduct walkthroughs for first-time services or complex home projects.
- Communicate client needs, preferences, and updates to team members with clarity and care.
- Handle concerns or special requests with professionalism, empathy, and a solutions-focused mindset.

### Operational Oversight

- Ensure all home services follow Hearts of Hospitality standards and systems.
- Oversee checklists, walkthrough procedures, and quality control processes.
- Maintain communication logs, notes, and home-entry protocols for client homes.
- Support supply management, organization, and equipment needs across service divisions.
- Identify workflow improvements and help roll out new systems or SOPs.

### Quality Assurance

- Conduct quality checks to ensure homes are completed to HOH expectations.
- Provide gentle, constructive feedback and celebrate team wins.
- Assist with onboarding new clients and documenting home preferences or routines.

- Step in as hands-on support during deep cleans, move-outs, or full-home projects when needed.

## **Leadership Collaboration**

- Work closely with the HOH Leadership Team on scheduling, service improvements, and team morale.
- Participate in leadership meetings, contributing insights from field operations.
- Support company-wide initiatives, special projects, and seasonal programs.

## **Who You Are**

You're a natural leader with a heart for service, a passion for helping homes run smoothly, and a genuine desire to support both families and team members.

You have:

- Strong leadership and communication skills
- A caring, calm, “people-first” presence
- Excellent organization and time-management abilities
- A proactive mindset — you solve problems before they grow
- Professionalism, reliability, and integrity
- The ability to adapt gracefully in busy or changing situations
- A heart for hospitality and creating peaceful, welcoming environments

## **Requirements**

- 3+ years of experience in home services, leadership, operations, or customer service
- Valid driver's license and reliable transportation
- Comfortable using smartphones, email, scheduling tools, and digital systems
- Physically able to assist in home tasks (light lifting, walking, bending, carrying supplies)
- Must pass a background check
- Availability Monday–Friday with occasional flexibility for client needs

## Details

- **Hours:** 30–40 hours per week
- **Compensation:** \$22–30/hour depending on experience + leadership bonuses
- **Location:** Fargo–Moorhead area and surrounding communities
- **Reports To:** Hearts of Hospitality Leadership Team

## Why Join Hearts of Hospitality

At Hearts of Hospitality, you're not just stepping into a leadership role — you're joining a mission.

We believe hospitality is *love in action*, and our Home Director plays a vital part in bringing that to life.

Here, you'll find:

- A supportive and collaborative leadership culture
- Opportunities to grow within a rapidly expanding company
- A team that values connection, compassion, and care
- Work that truly makes a difference in the lives of families

Together, we create homes filled with peace — and a workplace filled with purpose.