



QUILEUTE TRIBAL ENTERPRISES

HUMAN RESOURCES DEPT.

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

(360) 640-5613

Job Title: Enterprise Operations Director
Organization: Quileute Enterprises
Supervisor: Enterprise Executive Director
Salary Range: \$85,000 - \$95,000 Depending on Experience
Closes: **October 31, 2025, OR until filled**

Summary

QTE is a tribally owned enterprise responsible for managing and growing a diverse portfolio of businesses that serve both the Quileute community and visitors to La Push, Washington. QTE operations include Quileute Oceanside Resort, a coffee shop, parking fee collection throughout the La Push community, a restaurant, RV park and campground, a storage facility, an event center, a marina, and a convenience store and gas station. Together, these businesses generate significant annual revenue and provide essential services, economic opportunity, and employment for the Quileute Tribe.

The Operations Director is a member of the senior leadership team within QTE, reporting directly to the Executive Director, and is responsible for the day-to-day operational performance of the enterprise. This position ensures that all guest-facing operations deliver excellent service, that operational processes are efficient, and that business units are aligned with organizational goals. The Operations Director directly supports the Executive Director by translating strategy into action across multiple enterprises, ensuring operational excellence, and developing strong managers and staff.

Duties and Responsibilities

- Provide operational leadership across all QTE enterprises with a focus on efficiency, customer service, safety, and profitability.
- Supervise and support managers of assigned operational units and functions (e.g., resort, restaurant, RV park, marina, event center, convenience store/gas, coffee shop, parking operations).

- Ensure consistent standards of quality, service, and compliance across all business units.
- Assist the Executive Director in developing and implementing annual business plans, budgets, and capital expenditure priorities.
- Monitor and manage operational performance metrics, identify trends, and implement improvements.
- Develop and enforce policies, systems, and procedures that enhance operational consistency and accountability.
- Champion employee development by coaching managers, supporting training programs, and implementing career development pathways for team members.
- Apply collaborative progressive discipline practices to hold team members accountable while supporting employee growth.
- Coordinate with Facilities, Food & Beverage, and Accounting/Finance functions to ensure seamless enterprise-wide operations.
- Lead efforts to improve customer experience, guest satisfaction, and community reputation of QTE businesses.
- Maintain compliance with tribal, state, and federal requirements, as well as QTE policies and standards.
- Serve as acting Executive Director when delegated.

Qualifications

- Bachelor's degree in business administration, Hospitality, or related field, OR at an Associate's in Business Administration, and At least 3 years of increasing leadership responsibility in a management role.
- Demonstrated success in managing operations with revenue responsibility at or above \$5M annually.
- Strong understanding of point of sale (POS), property management system (PMS), and other operating platforms management and reporting (Medallia, inventory management platforms, etc.)
- Strong understanding of customer service, hospitality standards, and operational best practices.
- Experience supervising managers, building team culture, and developing talent.
- Knowledge of budgeting, cost control, and performance management practices.
- Skilled in employee coaching, training, and collaborative progressive discipline.
- Strong problem-solving ability; able to act quickly and effectively in dynamic situations.
- Effective communicator with strong interpersonal and leadership skills.

- Culturally sensitive, with the ability to work effectively with tribal leadership, members, and community stakeholders.
- High level of professional integrity, accountability, and dependability.

Special Requirements

- Must possess and maintain a valid driver's license from any U.S. state and be insurable under QTE's vehicle insurance policy. Must be able to obtain a Washington State driver's license within 60 days of hire.
- Must pass a criminal background check.
- Must be available to work evenings, weekends, and holidays as required by enterprise operations.

Tribal and Indian preference will apply. If applicants have equal qualifications, preference will be given first to Quileute Tribal members, second to other Native Americans and Alaska Natives, and third to spouses of Quileute Tribal members, in accordance with the Quileute Tribal Employment Rights Ordinance (TERO). There will be no other preference 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:

To apply, please submit the following to the Quileute Tribal Enterprises Human Resources Department:

- A completed Quileute Tribal Enterprise job application
- A cover letter
- A current resume

Submission Options:

Mail: Quileute Tribal Enterprises Human Resources Department

PO Box 67, La Push, WA 98350

Email: Cynthia.Barajas@quileutetribe.com

Application Access:

Applications are available online at www.quileutenation.org.