

**Ronald McDonald House Charities® of the Intermountain Area, Inc.**  
**JOB DESCRIPTION**

Title: **Full-Time Housekeeper**  
Current Employee(s):  
Team: House Operations  
Location: RMHC - Salt Lake City, UT  
Reports to: Housekeeping Manager  
Classification: Full-time, non-exempt  
Compensation: Pay Grade 100  
Hours: Variable

**THE POSITION:**

Job Description:

The Full-Time Housekeeper is responsible for the continuation of guest services through their primary responsibility of daily cleaning of individual guest rooms, as well as for maintaining the cleanliness and order of the House in which they work, and ensuring the safety and security of residents within the House.

*Cleaning*

Ensure the cleanliness and order of the House including all vacant guestrooms, public restrooms, common living spaces, and storage areas, including but not limited to:

- Cleaning and making up guest rooms (daily)
- Washing and folding laundry (daily)
- Emptying kitchen garbage (daily)
- Organizing and maintaining food storage, rotating and disposing of old food when needed
- Stocking kitchen pantries and fridges from storage room and walk-in coolers as directed
- Properly putting away all food from meals when needed
- Removing any litter on the property (daily)
- Mopping kitchen floor, as needed
- Dusting, vacuuming and organizing common living spaces (daily)
- Kitchen cleaning during closure (daily)
- Cleaning and stocking public restrooms (daily)
- Inventory of house supplies as directed
- Refilling guest room chemicals as needed

*Guest Services*

Assist in the delivery and continuity of guest services, including but not limited to:

- Ensuring that House guidelines are followed and rules are enforced as needed
- Supervising housekeeping volunteers, service groups and individuals offering housecleaning, maintenance and/or yard work
- Communicating with house managers and volunteers regarding room availability and guest family needs
- Filling Coke machine in kitchen as directed

### *Security & Safety*

Maintain house security & safety, including but not limited to:

- Ensuring all windows and doors are locked (daily)
- Monitoring against electrical fire and domestic mishaps
- Reporting needed repairs on appliances, furnace, air conditioning, furniture, and other household items

### Other Duties and Responsibilities:

- Completing all necessary online and in person trainings and re-trainings as required
- Organizing House storage as directed
- Assisting with removal of holiday decorations when needed
- Preparing a daily summary of shift activities for the Housekeeping Manager, particularly noting any incidents involving police or emergency medical assistance
- Attending department staff meetings, which are held during normal working hours
- Assisting with other related duties as requested by the Housekeeping Manager

### Work Environment:

- Most work is conducted in an office or house environment. Must be able to lift 30 pounds, use a ladder, and be able to perform basic cleaning & maintenance

### **THE PERSON:**

#### Experience Required:

Requires at least two years of work experience in housekeeping, general home repair, or similar position that involved interaction with the public; experience in a commercial hotel or non-profit group living setting is preferred

#### Skills Required:

- Exceptional verbal and interpersonal communication skills
- Strong attention to detail
- Interest in basic building maintenance preferred with a do-it-yourself aptitude
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines
- Highly organized, creative, energetic and collaborative team player
- Flexibility with regards to work assignments and changing priorities

#### Educational Requirements:

High school diploma or equivalent.

*Ronald McDonald House Charities is an equal opportunity employer and values a diverse workplace.*