

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

Title: **Full-Time Housekeeper**
Current Employee(s): TBD
Team: Programs
Location: RMHC - Salt Lake City, UT
Reports to: Housekeeping & Food Services Director
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 staff and volunteers regarding room availability and guest family needs

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:

- Maintaining positive and professional communications and boundaries at all times with staff, volunteers, and guests
- 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 Director, 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 Director

Work Environment:

- Most work is conducted in communal living environment.

THE PERSON:

Experience Required:

Requires one year of work experience in housekeeping, general home repair, or a position that involved physical work and interaction with the public.

Skills Required:

- Ability to communicate well with guests, co-workers and supervisor
- Must be able to bend, lift 30 pounds, use a ladder, and be able to perform basic cleaning tasks and deep cleaning
- Strong attention to detail
- Ability to work independently, and in coordination with other team members
- 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

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

Mission Statement: RMHC surrounds families with the support they need to be near and care for their seriously ill or injured children. We provide a home-away-from-home to ease daily burdens and empower families of hospitalized children with meaningful experiences and quality time together.