

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

Title: **Housekeeper**  
Team: People & Operations Team  
Location: RMHC Hospital-Based Programs (see locations below) - most often SLC, UT  
Reports to: Housekeeping Manager  
Classification: Part time, non-exempt position  
Hours: Variable, with holidays and weekends as needed  
Compensation: Starting at \$17/hour  
Pay Grade: B

**THE POSITION:**

Job Description:

The Part time Housekeeper is responsible for the continuation of guest services through their primary responsibility of daily cleaning of Ronald McDonald House Charities' (RMHC) hospital program spaces to ensure mission excellence, cleanliness, safety and order for the vulnerable population that we serve. Housekeepers will ensure that common spaces, public restrooms, kitchen and storage areas are cleaned with exemplary care and attention to detail.

Responsibilities include:

*Program Cleaning and Disinfection:*

Support the RMHC hospital programs teams to ensure the cleanliness and order of Family Rooms, public restrooms, common living spaces and storage areas, including but not limited to:

- Assisting with regular and daily cleaning of spaces within Family Room Programs in Salt Lake City and Lehi, Utah
- Deep cleaning all areas assigned weekly
- Washing and folding - of cleaning rags and mops
- Dusting, vacuuming and organizing common living spaces
- Cleaning, mopping and tidying of RMHC Family Room kitchens
- Cleaning and stocking public restrooms within RMHC Family Rooms
- Inventory of housekeeping supplies as directed
- Filling in at RMHC House for housekeeping support and/or training occasionally, as needed

*Health & Safety Protocols:*

Assist in the safety and security of the team and mission, including but not limited to:

- Using appropriate green chemicals and other tools and resources as directed
- Wearing proper PPE or other safety measures as directed to maintain the safety of yourself, other staff and volunteers, and guests of RMHC
- Reporting needed repair or replacement of appliances, furnace, air conditioning, furniture, and other household items, including walls or other areas in RMHC programs
- Promptly reporting any safety or security concerns to Guest Services and/or Team Leadership
- Ensuring that program guidelines are followed, and rules are enforced as needed
- Communicating with staff and volunteers regarding room availability and guest family needs

*Program Excellence:*

Assist in the maximization of mission impact and excellence through:

- Communicating with Family Room staff and volunteers regarding guest and program needs
- Communicating with your supervisor, Family Room Managers, operations leadership and Ronald McDonald House housekeeping and guest services teams as needed to foster collaboration and understanding between departments
- Balancing the needs of speed, efficiency and work excellence to the best of your ability

#### Other Duties and Responsibilities

- Maintaining positive and professional communications, and boundaries with staff, volunteers, and guests at all times
- Completing all necessary online and in-person trainings as directed, including monthly staff meetings
- Organizing storage as instructed and following protocols and supply lists
- Assisting with removal of holiday decorations as needed
- Preparing a daily summary of shift activities for the Housekeeping Manager, particularly noting any safety or security incidents
- Assisting with other related duties as assigned

#### Work Environment

Most work is conducted in a communal living or shared environment within a hospital. RMHC Family Room programs are located in the following hospitals: Primary Children's Hospital and University of Utah Medical Center in Salt Lake City, where work will most often occur. Occasional visits will be made to Primary Children's Hospital in Lehi, and a future location in Taylorsville, Utah. Meetings and occasional work events will be located at the Ronald McDonald House in downtown Salt Lake City.

#### **THE PERSON:**

#### Education Required:

- High school diploma or equivalent experience may include education or work history in the areas of housekeeping, operations and maintenance.

#### Skills Required:

- Ability to communicate effectively with guests, co-workers and supervisor through proficiency in the English language.
- Ability to speak Spanish is a plus, but not required.
- Ability to communicate effectively with guests, co-workers and supervisor
- Ability to work both independently, and with members of the Housekeeping and Guest Services teams
- Ability to work well under pressure and deadlines
- Strong attention to detail including cleaning protocols, guest needs and safety
- Flexibility with regards to work assignments, work partners and changing priorities
- Cultural competency to effectively work among wonderfully diverse staff, volunteers and guests
- Must be able to bend, lift 30 pounds, and perform basic cleaning tasks and deep cleaning

#### Background Check and I-9 Requirement:

- Ability to successfully pass criminal background/sex offender registry check and receive work authorization through the I-9

Additional requirements

- Willingness to meet RMHC immunization requirements due to proximity with vulnerable patients and their families
- Ability to drive a vehicle and get on RMHC auto insurance policy

*The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the work.*

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