

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

Title: **Housekeeper**
Team: People & Operations Team
Location: RMHC Programs - Salt Lake City, UT
Reports to: Housekeeping Manager
Classification: Full time, non-exempt position with benefits
Hours: Variable, with holidays and weekends as needed
Compensation: Starting at \$17/hour
Pay Grade: B

THE POSITION:

Job Description:

The Full-Time Housekeeper is responsible for the continuation of guest services through their primary responsibility of daily cleaning of RMHC guest rooms and program spaces to ensure mission excellence, cleanliness, safety and order for the vulnerable population that we serve. Housekeepers will ensure that individual guest rooms are cleaned and turned in a timely and efficient manner, and that common living spaces, public restrooms, and storage areas are cleaned and organized with exemplary care and attention to detail.

Responsibilities include:

Program Cleaning and Disinfection:

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 prepare guest rooms at the Ronald McDonald House in priority order to allow for timely turnover
- Assisting with regular and daily cleaning of spaces within The House, and regularly as scheduled within RMHC Hospital Family Room Programs
- Washing and folding laundry
- Dusting, vacuuming and organizing common living spaces
- Cleaning, mopping and tidying of RMHC kitchens
- Cleaning and stocking public restrooms
- Emptying kitchen garbage
- Inventory of housekeeping supplies as directed
- Stocking, maintaining and organizing cleaning closets, linen and housekeeping lockers, and main storage area, ensuring labels are accurate and present and in good order
- Refilling guest room chemicals and supplies 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 House guidelines are followed, and rules are enforced as needed
- Communicating with house staff and volunteers regarding room availability and guest family needs
- Ensuring that windows and doors are locked and secure
- Monitoring against electrical fire and domestic mishaps

Timely Room Turnover and Program Excellence:

Assist in the maximization of mission impact and excellence through thoughtful room turnover including:

- Communicating with house staff and volunteers regarding guest check-outs, room availability and guest family needs
- Communicating with housekeeping team members in person and via text on tasks and areas of work for efficiency and strong team coordination
- Communicating with your supervisor, operations leadership and guest services team as needed to foster collaboration and understanding between departments
- Working with the housekeeping team and supervisor in the prioritization of tasks and room turnovers needed to meet the needs of guest families and to maximize mission impact
- 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 House 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 in a large multi-level building, and weekly visits to the Salt Lake and Lehi Family Rooms within local hospitals.

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 Team
- 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.

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.