

JOB DESCRIPTION

Job Title Housekeeper
FLSA Status: Non-exempt
Reports To Assistant Operations Manager

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Job Summary

Reporting to the RMHCCI Assistant Operations Manager, the Housekeeper is primarily responsible for maintaining a clean, safe and sanitary environment for the families and staff of the Ronald McDonald House.

Essential Job Functions

- Cleans guest rooms after a family checks out using standard procedures to ensure room readiness
- Cleans guest room hallways, common areas, and laundry rooms
- Inspects unoccupied guest room for cleanliness and maintenance issues
- Maintains the cleanliness of all common areas of the House using standard procedures
- Maintains a clean kitchen and lobby
- Maintains order in laundry room and supply closets
- Vacuums, removes garbage, and dusts the staff offices using standard procedures
- Cleans and stocks the public and staff restrooms
- Provides general assistance to House Managers and volunteers to care for families
- Works with House Managers to ensure all lost and found items are properly stored and documented
- Reports facility issues that need repair to the House Manager and supports the Operations Team to ensure the House is safe and in good-repair
- Maintains an inventory of necessary cleaning, linen, laundry and toiletry supplies and notifies House Manager when items reach reorder level
- Checks daily house notes on every shift and completes all assigned trainings and organization updates
- Other duties as assigned

Knowledge, Skills and Abilities which may be representative, but not all-inclusive of those commonly associated with this position.

Required:

- Assists with identifying tasks for and supervision of volunteers
- Maintains supportive and open communications with guests
- Answers telephones and door if House Manager is not available
- Participates in House special events as schedule permits
- Basic computer proficiency (email, information management system)
- Pass a background check
- High school diploma or equivalent
- Reliable transportation
- Able to follow through on tasks and complete them in a timely manner
- Demonstrate good attendance and be punctual to work

Desired:

- 2 years of guest service and housekeeping/janitorial experience preferred

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Exposed to moderate noise levels
- Frequent interruptions, ability to multitask is key
- Regular and predictable attendance is required

Physical Abilities that are commonly associated with the performance of the functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Able to bend, ascend/descend stairs, push and pull items
- Reaching, lifting and/or carrying up to 35 pounds
- Able to operate tools, use cleaning equipment and cleaning chemicals in a safe manner
- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel; talk or hear

Work Schedule

- The Housekeeper is an hourly position. A consistent weekly schedule will be developed with the Assistant Operations Manager.