

# Job Description – Housekeeper

**Department:** Operations  
**Job Title:** Housekeeper  
**Reporting to:** Housekeeping Manager  
**FLSA Status:** Non-Exempt  
**Date Prepared:** November 6, 2023



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## Job Summary:

A Housekeeper at Ronald McDonald House plays a crucial role in maintaining a clean, comfortable, and welcoming environment for families with children receiving medical treatment at nearby hospitals. The primary responsibility of a Housekeeper is to ensure that the facilities are clean and safe, allowing families to focus on their child's well-being without worrying about the cleanliness and orderliness of their temporary home.

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## Essential Duties and Responsibilities:

- Performs daily cleaning tasks to ensure that all common areas, guest rooms, kitchens, and other shared spaces are kept clean and sanitized. This includes dusting, vacuuming, mopping, and disinfecting surfaces.
- Manages the laundry facilities by washing, drying, and folding linens or other laundry items used by guests and not provided by a third-party vendor.
- Prepares guest rooms for new arrivals by changing linens, making bed, and ensuring that each room is ready for check-in within a timely manner.
- Maintains adequate supplies of cleaning materials, toiletries, and other essentials in guest rooms and common areas. Informing Housekeeping Manager or Facilities Manager when supplies need to be reordered/replenished.
- Empties trash cans and ensures proper disposal of waste in a hygienic manner.
- Reports any maintenance or repair issues to the Facilities Manager, ensuring that necessary repairs are addressed promptly.
- Follows safety protocol and ensure the security of the facility, including locking doors and windows when required.
- Adheres to all relevant health and safety regulations and maintains confidentiality regarding guest information.
- Collaborates with other staff members, including volunteers, to provide a warm and supportive atmosphere for families.
- Always provides a smiling face and helpful attitude when in contact with house guests.
- Attends all meetings and trainings as required.
- Performs other duties as assigned.

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## Education and Experience Requirements:

- Previous housekeeping experience is preferred.
- Attention to detail, self-directed, and motivated to succeed.
- Strong organizational skills.
- Ability to communicate effectively with guests, staff, and volunteers.
- Sensitivity and compassion when working with families facing medical challenges.

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### Knowledge/Skills/Abilities:

- Organization – High level of detail and accountability, and ability to work professionally within a team.
- Guest Engagement – fosters a welcoming and inviting environment.
- Team Orientation & Interpersonal – highly motivated, passionate, and creative team-player with ability to develop and maintain collaborative relationships with all levels within and external to the organization.
- Service Orientation – interacts with guest families and directly gathers feedback, while addressing concerns when necessary.
- Communication – able to effectively express self verbally in a professional, diplomatic, and tactful manner.
- Organization & Time Management – able to work independently, complete actions within established deadlines, and handle multiple priorities with strong attention to detail.
- Flexibility – availability to work evenings and weekends, as well as extended hours in and around the House, as needed.

*The cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that an incumbent may be expected or asked to perform.*

Skill Requirements: (X = Required for job)			
	Typing/computer keyboard	X	Verbal communication
	Utilize computer software (specified above)	X	Written communication
X	Retrieve and compile information		Public speaking/group presentations
X	Maintain records/logs		Research, analyze and interpret information
X	Verify data and information	X	Investigate, evaluate, recommend action
X	Organize and prioritize information/tasks		Leadership and supervisory, managing people
X	Operate kitchen and office equipment	X	Basic mathematical concepts (e.g. add, subtract)
	Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs)		Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)
Physical Requirements: (X = Required for job)			
X	Sitting for extended periods		Lifting/carrying up to 20 pounds various items
X	Standing for extended periods	X	Lifting/carrying more than 20 pounds various items
	Extended periods viewing computer screen	X	Repetitive Motions
X	Walking	X	Pushing/Pulling
X	Reading	X	Bending/Stooping
X	Speaking	X	Reaching/Grasping
X	Hearing	X	Writing
	Other (List):		Other (List):
Hazards: (X = Required for job)			
X	Normal office environment	X	Electrical current
X	Toxic or caustic chemicals (cleaning)	X	Housekeeping and/or cleaning agents
X	Flammable, explosive gases	X	Proximity to moving mechanical parts
Employee Acknowledgement:			
I have reviewed and understand the requirements stated in this Job Description.			
Employee's Signature		Date	