

RONALD McDONALD HOUSE CHARITIES® OF CENTRAL ILLINOIS

JOB DESCRIPTION

HOUSEKEEPER

OVERVIEW

The part-time, hourly Housekeeper is primarily responsible for maintaining a clean, safe and sanitary environment for the families of the Ronald McDonald House. The Housekeeper functions primarily in facility conditions and provides guest services. [Regular part-time employees are those who are not assigned to a temporary or probationary status and who are regularly schedule to work at least 12, but less than 40, hours per week.]

The Housekeeper reports directly to the Program Director, who reports to the Chief Operating Officer. He/She advances the mission of the House in a manner consistent with the excellent quality of services provided to families in crisis since 1986.

PRIMARY RESPONSIBILITIES:

- Detail cleans guest rooms after a guest family checks out using the House procedures for ensuring room readiness for the next family.
- Cleans & stocks the two “public” restrooms during each shift.
- Cleans guest room hallways during each shift.
- Inspects each unoccupied guest room for cleanliness and maintenance each shift.
- Ensures all guest room linens & towels are properly laundered and stored.
- Works with Maintenance person to complete weekly room checks. Is then responsible for reporting any follow-up items that need to be addressed to the Program Director.
- Maintains an inventory of necessary cleaning, linen, laundry and toiletry supplies. Notifies Program Director when items reach reorder level.
- Directs and maintains the cleanliness of all common areas of the House per global standards, with assistance from day and evening relief managers and volunteers.
- Maintains order in laundry room and supply closets.
- Vacuuming and dusting the staff offices weekly.
- Maintaining a clean kitchen and ensuring it is ready for each Guest Chef group.
- Works with Program Director to ensure all lost and found items are properly documented.

SECONDARY RESPONSIBILITIES:

- Assists with identifying tasks for and supervision of episodic volunteers including Guest Chefs and other groups.
- Maintains supportive and open communications with guests.
- Answers telephones and door if Guest Services Volunteer, Guest Services Associate and Program Director are not available.
- Participates in House special events as schedule permits.

ADDITIONAL RESPONSIBILITIES:

- Completes bi-weekly timesheet and submits to Program Director for approval.
- Participates in bi-weekly staff meetings.
- Meets bi-weekly with Program Director.
- Participates in quarterly meetings with Program Director.
- Assists with other reasonable duties as identified by the Program Director and/or Chief Operating Officer.
- Regularly checks House email account and responds in a timely manner.
- Identifies items/problems that need to be repaired/need attention to the Program Director.
- Promotes a positive image of Ronald McDonald House Charities of Central Illinois through communications, behavior, and a professional attitude.

WORKING CONDITIONS AND PHYSICAL EFFORT:

This position has some physical demands that include, but are not limited to:

- Standing for extended periods of time.
- Able to bend, ascend/descend stairs, push and pull items.
- Reaching, lifting and/or carrying up to 55 pounds.
- Able to operate tools, use cleaning equipment and cleaning chemicals in a safe manner.

REQUIREMENTS:

- High school or equivalent
- 2 years of guest service and housekeeping/janitorial experience preferred
- CPR Certification/First Aid Training
- Reliable transportation
- Able to follow through on tasks and complete in a timely manner.
- Demonstrate good attendance and be punctual to work.

Work Schedule:

Monday – Friday

Noon - 6:00 pm

And other hours as determined by the Program Director with approval by the Chief Operating Officer

The above information in this description has been designed to indicate the general nature and level of work performed by employees with this level of responsibility. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees in this job.

If you have any questions or do not understand the job description as written, please contact the Chief Operating Officer.

I verify that I have read and understand the above job description. I further understand that a signed copy of this job description will become a part of my personnel file.

Revised December 2018

Date _____ Employee's Signature _____