



Ronald McDonald House® Mountain West Job Description

Title: Maintenance Specialist	Pay Grade: E
Location: RMHC Salt Lake City	Position Type: Full time, Non-Exempt
Current Employee: TBD	Reports to: Ira Hinckley, Facilities & Fleet Manager
Team: Operations	Revision Date: 1/12/2026

Our Culture: We provide essential services that strengthen families, remove barriers, and help ensure the best possible outcomes when children need healthcare

Current Programs: SLC Ronald McDonald House, SLC Primary Children’s Hospital Family Rooms (3), University of Utah Hospital Family Room, Lehi Primary Children’s Hospital Family Room, Taylorsville Behavioral Health Campus Family Room, Ogden Regional Medical Center Hospitality Cart

Benefits: Paid Time Off, Paid Holidays, Medical, Dental, EAP, Vision, 401K, Life and Disability Insurance

Position Summary:

The Maintenance Specialist is responsible for daily maintenance at the Ronald McDonald House in guest rooms and common areas, along with daily upkeep of the grounds and backyard park. The Maintenance Specialist also provides operational support to RMH Family Room Programs in area hospitals.

Primary Duties and Responsibilities of the Maintenance Team include:

Daily & Routine Maintenance

- Inspect empty rooms daily for general repair needs
- Repair leaks in sinks and toilets
- Check water heaters and water softeners daily
- Check generator daily and document any issues using the provided checklist
- Maintain all appliances and notify supervisor and team when service is required
- Make regularly scheduled and emergency maintenance visits to area Family Room programs as needed

Guest Room Maintenance

- Clean carpets, chair beds, and walls as needed
- Caulk tubs and sinks
- Clean vents and ductwork in guest rooms; replace and wash filters as directed by the Maintenance Calendar
- Repair and replace window cranks, screens, blinds, outlet covers, light bulbs, and other guest room features

Common Areas & Building Systems

- Replace and wash filters and ERVs in all common areas and on the roof as directed by the Maintenance Calendar
- Maintain inventory of filters for bi-annual ordering
- Clean dryer vents monthly
- Clean lint trap in lobby mop closet annually
- Maintain refrigerators and Coke machine, including vents and catch pans

Safety & Preventative Maintenance

- Maintain a semi-annual and scheduled maintenance calendar for safety items, including:
 - Replacing batteries in smoke detectors
 - Maintaining Emergency Exit signs
- Turn off gas on commercial stoves and ovens monthly and clean hood system
- Check walk-in cooler and freezer weekly for frost buildup on doors and report issues

Inventory & Supplies

- Maintain inventory of maintenance supplies and notify supervisor when ordering is needed

Grounds & Seasonal Maintenance

- Complete seasonal tasks for house, park, and grounds in coordination with supervisor
- Remove snow from driveways and walkways and apply ice melt as needed
- Maintain snow blowers, leaf blowers, power washers, and other yard equipment using proper gas, oil, and safety guidelines
- Winterize house, park and grounds as directed by Operations Manager

Equipment Maintenance

- Maintain vacuums, carpet cleaners, and other cleaning equipment
- Maintain snow blowers, leaf blowers, power washers, and other yard equipment using proper gas, oil, and safety guidelines

Cleaning

Ensure the cleanliness and order of the park, grounds, and entryways of House and cottages. Maintain trash receptacles and smoking areas

- Empty kitchen, office, laundry room, and outside garbage and clean litter around property (daily)
- Empty recycling bins throughout the house and properly dispose of all items (daily)
- Clean and organize outside storage areas (daily)

Other Duties and Responsibilities:

- Organize House storage areas and Maintenance Shop and keep inventory of maintenance-related contents

- Assist with placement and removal of holiday and other decorations
- Attend department and staff meetings, which are held during normal working hours
- Support other departments, teams and programs with special events, deliveries and pick-ups, and with maintenance needs for organizational efficiency and team collaboration in coordination with supervisor
- Assemble and disassemble furniture, storage items and supplies; move, stack and store; count, organize and report; and other various maintenance and support duties as requested

Work Environment

- Most work is conducted in-person, in a hospitality/residential environment, with travel to multiple program sites in company vehicles required
- Exposure to varying temperatures indoors and outdoors, as well as noise, dust and sometimes chemicals
- Position is required to work primarily onsite. The desired schedule for this position will be Sunday through Thursday.

The Person:

Experience Required:

2+years of work experience in

- Commercial or general home repair
- Painting
- General plumbing
- Knowledge of Electrical, Mechanical, HVAC and other systems desired

Knowledge, Skills, Abilities

- Exceptional verbal and interpersonal communication skills
- Strong attention to detail
- Flexibility with regards to work assignments and changing priorities
- Cultural competency to be able to work respectfully with people from diverse backgrounds
- Interest in basic building maintenance preferred with a do-it-yourself aptitude
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines
- Ability to communicate well with guests, team and supervisor
- Fluency in English is preferred, and Spanish is a plus
- Ability to work independently, and in cooperation with other team members and across departments
- Ability to maintain positive and professional communications and boundaries at all times with staff, volunteers, and guests
- Ability to navigate and respond to emergencies, deadlines and unexpected challenges with calm, confidence, and clarity

Supervisory Responsibility

- Volunteers, as directed by Supervisor or Volunteer Coordinator

Essential Physical and Sensory Requirements:

- This position requires regular standing, walking, bending, reaching, climbing ladders, carrying and lifting up to 35lbs, and occasionally up to 50 lbs
- Employees must be able to operate tools and equipment safely, and work both inside and outside in all temperatures and weather conditions
- Adequate vision (close, distance and color perception) for inspection and repairs
- Hearing sufficient to detect equipment sounds, alarms, or verbal instructions

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

- Eligibility to operate company vehicles, maintaining a valid driver’s license and satisfactory MVR
- Willingness to meet Ronald McDonald House immunization requirements due to proximity with vulnerable patients and their families

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

Acknowledgement:

Ronald McDonald House of the Mountain West reserves the right to change and/or modify the job requirements, responsibilities, and qualifications for this position to meet changing organizational needs. Further, these statements are intended to describe the general nature and level of work involved in this job. This job description is not intended to represent all functions, duties, and responsibilities of the associate holding this job title, or to alter the at-will nature of their employment. I understand and accept that the above description represents our aligned understanding as to the general responsibilities and expectations of the job to be performed and in no way is written or implied by contract.

Employee Name

Employee Signature

Date