Ronald McDonald House ® Mountain West Job Description

Title: Housekeeper	Pay Grade: B
Location: Ronald McDonald House	Position Type: Full Time, Non Exempt
Current Employee: Open	Reports to: Housekeeping Manager
Team: People and Operations Team	Revision Date: March 2026
Starting Rate of Pay: $18.50/hour	

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 Housekeeper is responsible for providing guest services through the primary responsibility of daily cleaning of guest rooms and program spaces to ensure mission excellence, cleanliness, safety and order for the vulnerable population that served at the Ronald McDonald House (RMH). 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.

Primary Duties and 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 making up guest rooms according to current checklists and protocols at the Ronald McDonald House in priority order to allow for timely turnover
- Assisting with regular and daily cleaning of spaces within The House, cottages and regularly as scheduled within RMH Hospital Family Room Programs
- Washing, folding and putting away laundry
- Dusting, vacuuming and organizing common living spaces
- Cleaning, mopping and tidying of RMH kitchens
- Cleaning and stocking public restrooms
- Emptying kitchen garbage
- Inventory of housekeeping supplies as directed
- Stocking, maintaining and organizing cleaning closets, linen locker, housekeeping locker and main storage area, ensuring labels are accurate and present and in good order

- Refilling guest room chemicals and supplies as needed

Health & Safety :

Assist in the safety and security of the team, guests 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 RMH
- Reporting needed repair or replacement of appliances, furnace, air conditioning, furniture, and other household items, including walls or other areas in RMH 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 other housekeeping team members in person and via text on tasks and areas of work to help ensure teamwork, 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 team and supervisor in the prioritization of tasks and rooms 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
- Collaborating and cooperating with all Housekeeping team members to create a positive team and work environment
- 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 occasionally within Family Rooms within local hospitals.

- Exposure to varying temperatures indoors and outdoors, as well as noise, dust and sometimes chemicals
- Position is required to work primarily onsite.

The Person:

Experience Required:

- Requires one year of work experience may include education or work history in the areas of housekeeping, operations and maintenance.
- Education: High School Diploma

Knowledge, Skills, Abilities

- Ability to communicate effectively with guests, co-workers and supervisor through proficiency in the English language
- Ability to follow oral and written instructions
- Ability to work both independently, and with members of the Housekeeping Team in a timely and professional manner
- 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

Other:

- Passion for the mission of RMH
- Proficiency in the Spanish language is valued for this role, but not required

Essential Physical and Sensory Requirements:

- Must be able to bend, lift 50 pounds, and perform basic cleaning tasks and deep cleaning.
- Prolong periods of standing, walking, and frequently pulling, pushing, and bending.

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 Ronald McDonald House immunization requirements due to proximity with vulnerable patients and their families. 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 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 acknowledge 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 constitutes a contract.

Employee Name	Employee Signature	Date