Ronald McDonald House ® Mountain West Job Description

Title: Maintenance Specialist II	Pay Grade: E
Location: RMHC Salt Lake City	Position Type: Full time, Non-Exempt
Current Employee: TBD	Reports to: Facilities & Fleet Manager
Team: Operations	Revision Date: 10/12/2026
Starting Rate of Pay: $28.50/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 Maintenance Specialist is part of a team that is responsible for proactive and responsive 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

- Address maintenance needs as prioritized by the Supervisor and work orders
- 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
- Assists with estimating repair and identifying needed materials and equipment
- Maintains accurate records of repairs, inspections, equipment and work performed in the CMMS system

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
- Repairs and paints walls in guest rooms, hallways

Appliance Maintenance

- Inspect appliances: washers, dryers, dishwashers, refrigerators, freezers, water heaters, HVAC units, etc.
- Maintain and repair appliance as needed, and work with manager for repairs that professional assistance
- Deep cleaning washers and dryers (residential and commercial), including lint traps

Plumbing

- Repair leaks in bathrooms, toilets, sinks, drains, etc. Knowledgeable in mitigating clogs and replacing valves, showerheads, toilets, etc.

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

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
- Follows RMH Safety policies

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 Facilities & Fleet Manager

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
- Train staff on safety procedures and tools and equipment related to facilities operations when needed.
- Follow process for inventory management of maintenance resources
- Proactively and regularly note and report operational issues and needs while working throughout the campus, helping to ensure that they are addressed to help maintain a safe and healthy environment

Work Environment

- Most work is conducted in-person, in a hospitality/residential environment that is occupied 24/7 by guests
- 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 Person:

Experience Required:

5+ years of work experience and proficiency in

- Commercial or general home maintenance and repair
- Painting
- General plumbing
- Appliance & equipment repair is a plus
- Knowledge of Electrical, Mechanical, HVAC and other systems required

Knowledge, Skills, Abilities

- Exceptional verbal and interpersonal communication skills
- Strong attention to detail
- Knowledge of maintenance management software and CMMS systems, preferred
- Knowledge of preventative maintenance practices and safe work procedures
- Fluency in English is preferred, and Spanish is a plus
- Flexibility with regards to work assignments and changing priorities
- Cultural competency to be able to work respectfully with people from diverse backgrounds
- Commitment to discretion, trust and professionalism when working with guests and RMH resources
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines
- Ability to communicate well with guests, team, contractors, and supervisor
- Ability to safely use hand tools, power tools, testing equipment, and heavy equipment
- Ability to troubleshoot and repair more complex maintenance problems
- 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
- Ability to use computers, phone systems, tablets

Supervisory Responsibility

- Volunteer groups in maintenance-related tasks, as directed by Supervisor or Volunteer Manager

Essential Physical and Sensory Requirements:

- This position requires regular standing, walking, carrying and lifting up to 35 lbs, 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
- Frequent bending, standing, kneeling, climbing, reaching below and above shoulders.
- 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