



### **Brief Description of Organization:**

Ronald McDonald House Charities New York Metro (RMHC NYM) is a not-for-profit 501(c)(3) organization that focuses on the critical needs of children by operating programs that provide families with access to pediatric healthcare on Long Island and allow the family unit to remain together during the stress and uncertainty of a medical crisis.

### **Position Overview:**

The Housekeeper position is responsible for the continuation of guest services through their primary responsibility of daily cleaning of individual guest rooms, as well as for maintaining the cleanliness and order of the House in which they work and ensuring the safety and security of residents within the House.

Position Title: Housekeeper

Reports to: Sr. Manager of Operations and Special Projects

Salary: \$15.00 per hour

Availability Requirements: Weekdays, Weekends, flexibility to work Weeknight evenings, ability and willingness to provide coverage for holidays and inclement weather.

Physical Demands: Must be able to lift 35 pounds

### **Cleaning:**

Ensure the cleanliness and order of the House including all vacant guestrooms, common use restrooms, common living spaces, and storage areas, including but not limited to:

- Cleaning and making up guest rooms (daily);
- Washing and folding laundry (daily);
- Emptying kitchen and common area garbage (daily);
- Organizing and maintaining food storage, rotating and disposing of old food;
- Properly putting away all food from meals (daily);
- Removing any litter on the property (daily);
- Mopping kitchen floor, (daily);
- Ensure cleanliness of the common areas and emergency stairwells;
- Dusting, vacuuming, and organizing common living spaces (daily);
- Ensure all supplies such as towels, shampoo, tissues, and sanitizer are fully stocked for resident families;
- Assist others in lifting heavy equipment, supplies, etc. as directed or requested;
- Cleaning and stocking public and staff restrooms (daily);
- Inventory of house supplies as directed;
- Refilling guest cleaning supplies as needed;
- Cleaning BBQ grills as needed (daily during the summer);

- Inspection throughout the facility of communal areas, public areas, and guest rooms as needed, to ensure a high level of cleanliness and functionality;
- Maintain and stock pantry and linen closets as needed
- Follow a daily, weekly, and monthly checklist that ensures the cleanliness of all family and common areas.
- Using supplies efficiently to minimize waste and assisting club team with inventory management;
- Garbage and recyclable pick up;
- Proactively identifying slipping and tripping hazards.

#### **Guest Services:**

Assist in the delivery and continuity of guest services, including but not limited to:

- Communicating with House Manager Team regarding room availability and guest family needs.
- Working in tangent with the Facilities Team to ensure the facility is clean and safe for all guests, residents, donors, volunteers, and staff.

#### **Security & Safety:**

Maintain House security & safety, including but not limited to:

- Ensuring all windows and doors are locked (daily)
- Reporting needed repairs on appliances, air conditioning units, furniture, and other household items to House Manager/Facilities Manager
- Participate in Fire and Safety Drills

#### **Other Duties and Responsibilities:**

- Organizing House storage and keep an inventory of contents
- Preparing a daily summary of shift activities for the House Manager, including room availability
- Attending all department staff meetings
- Assisting with other related duties as requested by the House Manager or Sr. Manager of Operations
- Provide coverage during events that are held in the House, which may include but are not limited to prepping the kitchen area, serving food, directing guests, etc.

#### **Work Environment:**

- Most work is conducted in an office or House environment. Must be able to lift 35 pounds, use a ladder, bend, stoop, be able to stand for long periods, and be able to perform basic cleaning & maintenance duties assigned

#### **Experience Required:**

Requires at work experience in housekeeping, or a similar position that involved interaction with the public; experience in a commercial hotel or nonprofit group living setting is preferred.

#### **Skills Required:**

- Verbal and interpersonal communication skills
- Strong attention to detail
- Interest in basic building maintenance preferred with a do-it-yourself aptitude
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines
- Highly organized, creative, energetic, and collaborative team player
- Flexibility with regards to work assignments and changing priorities

#### **Experience:**

- Relevant: 1 year (Preferred)
- Housekeeping: 1 year (Preferred)
- Hotel housekeeping: 1 year (Preferred)

#### **What we're looking for:**

- A self-starter
- A warm, people-oriented demeanor
- A respectful, team-first attitude
- A talent for paying attention to the smallest details
- Must be comfortable working independently

#### **Schedule:**

- Weekdays required
- Weekends required
- Evenings required
- Holidays required
- Must be reliable

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 position.

#### **To Apply:**

Please send COVER LETTER AND RESUME to [info@rmhcnym.org](mailto:info@rmhcnym.org). No phone calls please.