



**Ronald McDonald
House Charities®
Richmond**

Job Title: Housekeeper

FLSA: non-exempt

Reports To: Director of Operations

Last Revised: October 8, 2024

Position Summary: The housekeeper is responsible for ensuring a clean, sanitary environment in all areas of The Ronald McDonald House. The housekeeper adheres to all policies and procedures and supports the organization's mission as a brand ambassador. The Housekeeper ensures that the environment is well organized, maintained, and sanitized. Effective communication skills are required, flexibility, and attention to details are essential for this role. The housekeeper will be able to adjust daily tasks/routine based on the program space needs and house guests. The housekeeper will embrace the mission of RMHC (Ronald McDonald House Charities) Richmond by having compassion and understanding for those utilizing the services at RMHC Richmond.

Essential Duties and Responsibilities:

- Maintain high levels of cleanliness and presentation in all areas of the House.
- Clean furniture, windowsills, baseboards, windows, and tabletops.
- Clean/sweep/mop, public and staff restrooms.
- Refill paper products.
- Clean interior of microwaves, stoves, ovens, refrigerators, and toaster ovens
- Clean cabinets, inside and out.
- Clean rugs, carpets, and upholstered furniture using a vacuum cleaner.
- Dust all wood panels, lighting fixtures, air vents and picture frames.
- Clean guest restrooms; tub, vanity, toilet, light fixtures, mirrors, and baseboards.
- Clean guest bedrooms when rooms need to be flipped during shift hours.
- Maintain stocking and organization of chemical closet and cleaning closets.
- Report any maintenance issues immediately to the Director of Operations, including all furniture, fittings, and equipment.
- Deep clean rooms after families have checked out to prepare them for check in.
- Follow a deep clean schedule for common areas throughout the house.

Knowledge and Skills:

- Effective communication skills, mature judgment, and diligence
- Demonstrates taking initiative, problem solving skills, and attention to detail.
- Displays ability to perform duties with minimum direction and supervision.

- Demonstrate friendly and cheerful outlook toward RMHC team members, guests, donors, volunteers, and others who are visiting at the House.
- Comfortable working independently.
- Demonstrate respect for the privacy and confidentiality of all guests and agency information.
- Demonstrate genuine concern for the successful operation of the House

Education and Work Experience:

- One years' experience in housekeeping or related field preferred
- High School Diploma required

Essential Functions and Expectations:

- Employee may be asked to dress in an RMHC branded shirt when on duty. All clothes must be neat, clean, and according to RMHC policy.
- Physical Demands: Must be able lift to twenty-five pounds. The House is four (4) stories with no elevator; stair climbing is necessary. Carrying cleaning items from floor to floor is an expected part of the job.
- Work Environment: While performing this job's duties, the employee may be exposed to weather conditions prevalent at the time.

Reporting to This Position: None

- This is a part-time position with starting pay \$15.00 hour.
- Must be flexible *typical working hours include four weekday shifts, 10am and 3pm but may vary based on cleaning needs and the employee's schedule.*
- **Interested applicants send a copy of their most recent resume and three references to the attention of Elizabeth Plowman at elizabeth@rmhc-richmond.org or contact for more information at (804) 355-6517.**