



FAMILY HOUSE

JOB DESCRIPTION

POSITION: Housekeeper
STATUS: Full-Time/Hourly
REPORTABILITY: Housekeeping Manager

GENERAL SUMMARY:

The Housekeeping Department plays a vital role in the overall success of our homes by creating a clean and safe place for our guests. A Housekeeper will often have the opportunity to interact with the guests. It is the Housekeeper's responsibility to ensure guest satisfaction by always providing outstanding service. A Housekeeper cleans and prepares guest rooms and public areas by complying with established standards of cleanliness.

RESPONSIBILITIES:

- Maintains an awareness of the Family House (FH) Guest Standards and applies them when the opportunity arises.
- Cleans all assigned guest rooms and bathrooms, including special cleaning assignments within the rooms and pulling linens, to ensure quality service.
- Cleans all public areas and hallways to the standard and guidelines established throughout training.
- Maintains a clean and organized work environment by maintaining the organization and cleanliness of housekeeping carts, chemical rooms, linen rooms and supply rooms.
- Regularly communicates with House Managers on the progress and status of daily assigned work.
- Reports safety hazards, theft of room items and items requiring repair to the Housekeeping Manager and/or House Management.
- Responds and complies with all guest requests, issues and problems to ensure quality customer satisfaction.
- Reports any missing/found articles to the Housekeeping Manager and/or House Management for proper follow-up.
- Secures and maintains custody of equipment, keys and supplies at all times.
- Consistently provides customer service that relates to the values established within the Family House Mission.

SPECIAL SKILLS AND ABILITIES:

1. Friendly customer service attitude.
2. Ability to learn and follow established cleaning processes and procedures, whether it be written or verbal.
3. Ability to communicate both verbally and in writing in a way which is understood by other staff, guests and management.
4. Organizational skills necessary to maintain housekeeping carts, chemical rooms, linen rooms and supply rooms.
5. Ability to verbally communicate problems to leadership and receive direction for resolution of problems. Must also possess the skill to follow through with the direction for positive results.
6. Must understand and maintain housekeeping cleanliness standards.

7. Must comprehend direction, assignments and corrections from management.
8. Transportation is not provided. Housekeepers will be required to report to four different locations within Oakland/Shadyside (All are serviced by public transportation).

KNOWLEDGE AND PRACTICAL EXPERIENCE:

1. High School Diploma or GED preferred.
2. Basic knowledge or general cleaning principles, use of cleaning products and operation of standard cleaning equipment.

PHYSICAL JOB REQUIREMENTS:

1. Good vision.
2. Ability to walk, stand and bend during an entire eight hour shift.
3. Must have finger, hand and upper body dexterity to push, pull and move levers and equipment.
4. Ability to lift, push and pull up to 25 pounds.
5. Must be able to work with arms raised above the head and be able to maneuver a fully loaded cart throughout the hallways during the workday.
6. Ability to clean and meet inspection standards for a typical checked-out suite in approximately 40 minutes; single or double unit in 30 minutes; bathroom only, 15 minutes.

NOTE: The above statements are intended to describe the general nature and level of the work being performed by people assigned to this position. They are not exhaustive lists of all duties, responsibilities, and knowledge, skills, abilities and working conditions associated with this position.

Employee's Printed Name

Employee's Signature

Date

5/5/15; 6/4/17; 11/1/18