



## International House

**Position Title:** **Level 2 Housekeeping**  
**Office:** **Facilities & Site Operations**  
**Reports To:** **Manager, Housekeeping**

### **Position Purpose:**

The Level 2 Housekeeper is a professional staff member of I-House responsible for a wide variety of janitorial and housekeeping duties, maintenance tasks and guest-related services. Level 2 Housekeepers also assist other staff as needed. They are expected to monitor and ensure cleanliness of public and private spaces to meet or exceed industry housekeeping and cleaning standards. The main goal is to maintain a pleasant and comfortable environment for residents and staff.

### **Examples of Duties:**

### **Essential Functions:**

- Responsibility and knowledge to understand all aspects of requirements of cleaning of all office and common areas which consists of the following responsibilities: Wipe desks, cabinets, tables, chairs, vacuuming carpet, perform carpet and furniture spot cleaning, sweep and mop floors, wipe walls and other surfaces clean, clean doors and hardware, wash windows and sills, dust counters, baseboards, telephone equipment, copier machines and printers.
- Responsibility and knowledge to understand all aspects of requirements for cleaning within the President's Office Suite including the private restroom, the Development Offices, the (3) C Level Ladies Restrooms, and the Resident's Kitchen
- Having the knowledge to understand and be responsible for cleaning all (5) Guest Suites, which consist of the following:
  - Detail oriented staff member will ensure that the furniture is always free of dust (desks, chairs, dressers, TV, boards, beds and window seals.
  - All mirrors and windows must always be cleaned.
  - All light must be checked to ensure they work properly.
  - All outlets and switches and other electrical appliances should be checked to ensure they are in working condition.
  - Spot clean walls, doors and door hardware and light switches.
  - Window treatment should always be in proper condition and clean.
  - Carpet should be vacuumed daily with any Guest check in.
  - Bathroom should always be thoroughly clean.
  - Daily clean and sanitized sink, toilet and tub/shower.
  - Shower curtains should always be clean.
  - Vacuum, mop and sanitized floor and walls.
  - Re-stack supplies.



## International House

- Make sure linen is always fresh and clean, free of any stains.
- Rooms are to be called in the Housekeeping Manager or Lead as soon as the room has been cleaned.
- Thoroughly clean 3rd floor foyer east and west which includes vacuuming daily, sweep and mop tile floor, wipe doors, walls, glass door and dusting.

To carry out required duties, the employee must:

- Pay attention to detail and complete work in accordance with established timeframes, quantity and quality requirements for thoroughness.
- Work and interact effectively with a variety of people.
- Provide excellent customer service.
- Have the stamina required to work on their feet for long periods of time carrying out such tasks as scrubbing, dusting and reaching.
- Be available for evening, weekend and holiday work according to the Manager of Housekeeping.
- Consistently demonstrates good communication skills, bilingual and excellent organization skills.

### Supportive Functions:

In addition to the performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be determined by the supervisor based on the specific requirements of the House.

Perform other duties as requested, such as:

- Wash, fold linens and towels.
- Vacuum all elevator cabs as per schedule.
- Weekend coverage as needed, based on a rotational basis.
- This position will cover Holidays (alternated with the other two-bathroom attendants).
- Clean and organize back of house Housekeeping operational areas.
- Maintain housekeeping equipment in good working order.
- Assist with projects as assigned by Housekeeping Manager
- Perform minor maintenance repairs that carry minimal or no life safety and facility risks.

### Other:

Regular attendance in conformance with the policies established by International House is essential to the successful performance of this position.

All Employees must maintain a neat, clean, and well-groomed appearance; appropriate uniforms will be provided.

Due to the cyclical nature of activities during the academic year, employees may be required to work varying schedules to reflect the needs of the office and/or the House.



## International House

Upon employment, all employees are required to fully comply with the policies and procedures established by International House to ensure the safe and efficient operation of the facility.

All Housekeeping staff must be able to acquire and apply knowledge of commercial cleaning practices and techniques, along with the use of related equipment, such as floor buffers, sweepers and snow removal equipment.

All staff must be able to learn and use work related technology applications.

Level 1, 2 Housekeepers must possess the ability to read and follow written and oral instructions in English.

### Note:

Position descriptions are not intended and should not be construed as an exhaustive list of all responsibilities, skills, or working conditions associated with a job. They are intended to be an accurate reflection of the principal requirements of the position. Any questions or concerns should be directed to the immediate supervisor and/or Group Director.