



Houseperson Job Description

Job Overview

We are seeking a proactive and detail-oriented Houseperson to join our dynamic housekeeping team. In this vital role, you will ensure the cleanliness, organization, and overall maintenance of guest areas and public spaces. Your energetic approach will help create a welcoming environment for guests and support the smooth operation of our facility. The ideal candidate is passionate about hospitality, experienced in custodial tasks, and eager to contribute to an exceptional guest experience.

Company Overview

Family House serves as a home away from home for families of children with cancer and other life-threatening illnesses by providing physical comfort and emotional support, free from financial concerns. Family House is more than just a place to stay – it's a supportive community of people who are dedicated to providing a caring environment for the entire family while their child is undergoing treatment.

Reporting Relationship

The Houseperson reports to the Housekeeping Supervisor.

Pay Rate

\$29.24 per hour

Schedule

This is a full-time PM (afternoon/evening) position. Candidates must be available to work afternoon and evening shifts, including weekends and holidays as operational needs require.

Essential Duties and Responsibilities:

(Please note that management reserves the right to change, modify, and/or alter any of the duties listed below to meet business demands).

- Maintain the cleanliness of public areas and assist with guest room cleaning as needed using approved cleaning techniques and equipment
- Maintain floors through sweeping, mopping, polishing, and industrial floor care methods to ensure safety and aesthetic appeal
- Assist with furniture arrangement, linen delivery, and replenishing supplies in guest rooms and common areas
- Perform routine janitorial duties, including trash removal and recycling in accordance with San Francisco waste separation requirements, restroom sanitation, and surface cleaning
- Maintain housekeeping carts, cleaning supplies, and equipment to ensure they are stocked, organized, and in good working condition
- Support special cleaning projects such as carpet cleaning or deep sanitation as needed
- Greet guests immediately with friendly/sincere acknowledgement



- Strip and replace linens and towels and replenish guest amenities in guest rooms and suites
- Maintain key control and daily security procedures
- Identify maintenance issues and communicate with the Maintenance Supervisor or Director of Facilities to coordinate repairs
- Adhere to, and support all safety measures to ensure a safe environment for the team and families
- Assist with facility set-up, deliveries, furniture moves, event support, and other operational tasks as assigned
- Collaborate with and assist team members as needed to support departmental operations
- Demonstrate a commitment to the Family House mission and serve as a positive ambassador for the organization

Requirements

- Arrive to work on time when scheduled, in full uniform, and ready to begin each scheduled shift
- Ability to lift, push, pull, and move housekeeping carts, linen bags, furniture, and other equipment required to perform the job
- Ability to safely operate housekeeping and custodial equipment, including vacuums, floor machines, carpet cleaners, pressure washers, and basic hand and power tools
- Ability to read room numbers and communicate effectively with guests, volunteers, and team members both verbally and in writing
- Ability to learn and follow Family House policies, cleanliness standards, and all safety procedures, including responding appropriately in emergency situations
- Strong organizational skills with the ability to prioritize tasks, adapt to changing priorities, and work efficiently in a fast-paced environment
- Ability to work independently while also collaborating effectively as part of a team
- Demonstrate attention to detail and commitment to maintaining a clean, safe and welcoming environment
- Experience in hotel, guesthouse, healthcare, custodial, or janitorial services preferred
- Knowledge of housekeeping and custodial cleaning techniques, including floor care and industrial cleaning methods preferred
- Knowledge of cleaning techniques including floor care, industrial cleaning methods, and general custodial practices
- Ability to operate cleaning machinery such as floor buffers or carpet cleaners is preferred
- Strong attention to detail with a commitment to maintaining high cleanliness standards
- Excellent organizational skills with the ability to prioritize tasks efficiently
- Ability to work independently or as part of a team in a fast-paced environment
- Availability to work a flexible schedule, including evenings, weekends, and holidays, as needed



Competencies Required:

- Maintains a positive, professional, and customer service oriented attitude
- Demonstrates reliability, accountability, and a strong work ethic
- Communicates effectively and respectfully with guests, volunteers, vendors, and team members
- Works collaboratively as part of a team while also performing duties independently
- Demonstrates honesty, integrity, and professionalism in all aspects of the job
- Adapts to changing priorities and remain calm and productive in a fast paced environment
- Takes initiative to identify and address housekeeping, safety, and operational needs
- Demonstrates attention to detail and a commitment to maintaining a clean, safe, and welcoming environment

Language Skills:

Ability to read, write and verbally communicate effectively and professionally with the staff, board, families, and vendors. Ability to diplomatically deal with difficult situations and people, (including but not limited to patients, families, parents, board members, staff, neighbors, volunteers and funders) while exhibiting a consistent level of care and professionalism. Ability to also speak and comprehend Spanish is preferred.

Working Conditions and Physical Demands

While performing the duties of this job, the employee is regularly required to stand, sit, walk, talk, and hear. The employee must regularly lift and/or move up to 25 pounds. Ability to work weekends, evenings, mid shifts, and morning shifts, as there is no set schedule.

Employee Benefits

Family House offers a competitive, comprehensive benefits package including: healthcare benefits, flexible spending accounts, 403(b) plan with an employer match, accrued sick leave and vacation and disability coverage.

Equal Employment Opportunity

Family House Inc. is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, or genetic information. Family House seeks candidates whose skills, personal and professional experience, have prepared them to contribute to our commitment to provide compassionate heartfelt care and hospitality to the families and team we serve.

Commitment to Diversity, Equity, and Inclusion

Fostering a community where everyone can connect, belong, and grow.

At Family House, we embrace the diverse backgrounds, cultures and experiences of every person that walks through our doors. We are committed to building an inclusive community, nurturing a culture



that is welcoming and supportive, and engaging in dialogue that deepens our understanding of each other and our roles in strengthening our home and life for all.