

# **CAREER GUIDE FOR MAIDS AND HOUSEKEEPING CLEANERS**

Standard Occupational Code: 37-2012

Pay Band(s): 1, 2, 3, 4 ([Salary Structure](#))

## **Standard Occupational Description:**

Perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels, restaurants, and hospitals, in a clean and orderly manner. Duties include making beds, replenishing linens, cleaning rooms and halls, and vacuuming.

**Maids and Housekeeping positions in the Commonwealth are assigned to the following roles in the [Housekeeping and/or Apparel Services Career Group](#):**

[Housekeeping and/or Apparel Worker I](#)  
[Housekeeping and/or Apparel Worker II](#)  
[Housekeeping and/or Apparel Manager I](#)  
[Housekeeping and/or Apparel Manager II](#)

Maids and Housekeeping Cleaners may also want to pursue career opportunities in the following Career Group(s):

[Food Services](#)  
[Stores and Warehousing Operations](#)  
[Transportation Operations](#)  
[Building Trades](#)  
[Equipment Service and Repair](#)  
[Administrative and Office Support](#)

## **SKILLS, KNOWLEDGE, ABILITIES AND TASKS**

(Technical and Functional Expertise)

### **Skills**

**Note:** *The technical and functional skills listed below are based on general occupational qualifications for Maids and Housekeeping Cleaners commonly recognized by most employers. Typically, you will not be required to have all of the skills listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.*

No skills are required for entry into this occupation. Skills are typically learned on the job.

### **Knowledge**

**Note:** *The technical and functional knowledge statements listed below are based on general occupational qualifications for Maids and Housekeeping Cleaners commonly recognized by most employers. Typically, you will not be required to have all of the knowledge listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.*

The **Knowledge** of:

1. The principles and processes for providing customer and personal services.

2. Cleaning techniques and proper use of chemicals and solutions.

### **Abilities**

**Note:** *The technical and functional abilities listed below are based on general occupational qualifications for Maids and Housekeeping Cleaners commonly recognized by most employers. Typically, you will not be required to have all of the abilities listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.*

The **Ability** to:

1. Use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
2. Make fast, simple, repeated movements of the fingers, hands, and wrists.
3. Quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
4. Ability to understand and follow directions.

### **Tasks**

**Note:** *The following is a list of sample tasks typically performed by Maids and Housekeeping Cleaners. Employees in this occupation will not necessarily perform all of the tasks listed.*

1. Clean rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, locker rooms and other work areas so that health standards are met.
2. Clean rugs, carpets, upholstered furniture, and/or draperies, using vacuum cleaners and/or shampooers.
3. Empty wastebaskets, empty and clean ashtrays, and transport other trash and waste to disposal areas.
4. Sweep, scrub, wax, and/or polish floors, using brooms, mops, and/or powered scrubbing and waxing machines.
5. Dust and polish furniture and equipment.
6. Keep storage areas and carts well-stocked, clean, and tidy.
7. Polish silver accessories and metalwork such as fixtures and fittings.
8. Remove debris from driveways, garages, and swimming pool areas.
9. Replace light bulbs.
10. Replenish supplies such as drinking glasses, linens, writing supplies, and bathroom items.

## **INTERESTED?**

Like people, occupations have traits or characteristics. These characteristics give important clues about the nature of the work and work environment, and give you an opportunity to match your own personal interests to a specific occupation. When you choose a job in an occupation that matches your own interests you have taken an important step in planning a successful and rewarding career.

The work performed by Maids and Housekeeping Cleaners is considered “**Realistic**” because it involves work activities that include practical, hands-on problems and solutions. Workers often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many realistic occupations require working outside, and do not involve a lot of paperwork or working closely with others.

## **LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS**

Generally this is not required for Maids and Housekeeping Cleaner positions in state government, however, there is an apprenticeable specialty within this occupation. Certification can improve your opportunities for career growth. For more information, continue reading the Guide (Educational, Training, and Learning Opportunities).

## **EDUCATIONAL, TRAINING, AND LEARNING OPPORTUNITIES**

Maids and Housekeeping Cleaner positions may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license depending upon the duties. Generally, no previous work-related skill, knowledge, or experience is needed for these occupations. Employees typically need anywhere from a few days to a few months of training. Usually, an experienced worker can show you how to do the job.

There is a recognized, apprenticeable specialty associated with this occupation – “Housekeeper, Commercial, Residential, Industrial, Medical”. For more information on apprenticeship programs and sponsors in your area, visit the Department of Labor and Industry’s web site at <http://www.doli.state.va.us> or call 804-371-2327.

*You may also want to explore opportunities in related occupations including:*

- 35-2011.00 Cooks, Fast Food [Summary](#)
- 35-9011.00 Dining Room and Cafeteria Attendants and Bartender Helpers [Summary](#)
- 35-9021.00 Dishwashers [Summary](#)
- 47-2042.00 Floor Layers, Except Carpet, Wood, and Hard Tiles [Summary](#)
- 51-3011.01 Bakers, Bread and Pastry [Summary](#)
- 53-7064.00 Packers and Packagers, Hand [Summary](#)

## **COMMONWEALTH COMPETENCIES**

Competencies are a set of identified behaviors, knowledge, skills, and abilities that directly and positively impact the success of employees and the organization. Competencies can be observed and measured. When consistently demonstrated, competencies make employees particularly effective in their work. Competencies help lay out a road map to career success. You can use the Commonwealth Competencies to help improve your individual performance by adopting behaviors that make high performing employees successful in their jobs. In this way, you can use the Commonwealth Competencies for your further professional development.

**The Commonwealth Competencies are:**

1. Technical and Functional Expertise
2. Understanding the Business
3. Achieving Results

4. Serving the Customer
5. Teamwork
6. Interpersonal and Communication Skills
7. Leadership and Personal Effectiveness

The above competencies may be applied to employees throughout the Commonwealth of Virginia. They can be rank-ordered by agencies and hiring managers to represent the needs of a specific job. The rank ordering will change depending upon the occupation, an organization's priorities, the actual job requirements, and the supervisor's preferences.

Career success is both about what you do (applying your technical knowledge, skills, and ability) and how you do it (the consistent behaviors you demonstrate and choose to use) while interacting and communicating with others. Hopefully, by studying the Commonwealth competencies, identifying your developmental opportunities, and working to refine your own competence, you can take charge of your career!

For additional information about the **Commonwealth Competencies** go to: [http://jobs.state.va.us/cc\\_planningctr.htm](http://jobs.state.va.us/cc_planningctr.htm). For the competencies, we first list the competencies and then define each. Finally, we list competency indicators; to describe what successful performance looks like.

## **COMMONWEALTH CAREER PATH**

Career opportunities in the Commonwealth are not limited to moving “up” to the next highest role and pay band, changing positions, or to becoming a supervisor. That’s because most roles describe a broad group of occupationally related positions that perform a range of work that requires increased knowledge and skills. For that reason, Commonwealth roles describe the career paths within the same or higher-level role for the same or different Career Group. The broad salary range and the Commonwealth’s pay practices provide flexibility in recognizing career development and advancement. ([Salary Structure](#))

For example:

PAY BAND	PRACTITIONER ROLES	MANAGEMENT ROLES
1	Housekeeping and/or Apparel Worker I ↓	
2	Housekeeping and/or Apparel Worker II →	
3		Housekeeping and/or Apparel Manager I ↓
4		Housekeeping and/or Apparel Manager II

## Sample Career Path

### [Housekeeping and/or Apparel Worker I](#)

The Housekeeping and/or Apparel Worker I role provides career tracks for housekeepers, laundry and dry cleaner workers, and tailors performing entry level to advance level services in the areas of housekeeping, laundry, tailoring, and dry cleaning.

### [Housekeeping and/or Apparel Worker II](#)

The Housekeeping and/or Apparel Worker II role provides career tracks for supervisors responsible for providing daily supervision in the areas of housekeeping, laundry, tailoring, and dry cleaning. Employees may act as working supervisors and in many cases inspect and approve work of agencies' housekeeping and/or apparel workers and contract housekeeping and/or apparel workers.

### [Housekeeping and/or Apparel Manager I](#)

The Housekeeping and/or Apparel Manager I role provides career tracks for managers responsible for managing operational aspects of housekeeping, laundry, tailoring, and/or dry cleaning programs. Responsibilities range from managing segments of programs or managing overall program in agencies. These employees schedule, direct, and coordinate the overall management of assigned operations.

### [Housekeeping and/or Apparel Manager II](#)

The Housekeeping and/or Apparel Manager II role provides career tracks for managers of the administrative and operational aspects of housekeeping, laundry, tailoring, and/or dry cleaning services. Managerial responsibilities range from mid-level to director of the entire program(s). Employees establish and maintain production schedules, procure materials, equipment, and supplies, prepare budgets, and confer and resolve problems with facilities sections and vendors. These positions require Working knowledge of management practices and principles including budgeting, procurement, and supervision, as well as considerable skill and/or experience in the specific areas of housekeeping, laundry, tailoring, and/or dry cleaning.

## **ADDITIONAL OCCUPATIONAL INFORMATION CAN BE FOUND AT:**

O\*NET (Occupational Information Network)

<http://online.onetcenter.org/>

Virginia Employment Commission

<http://www.alex.vec.state.va.us/>

Career One Stop

<http://www.careeronestop.org/>

Virginia Career Resource Network

<http://www.vacrn.net/>