

## **JOB DESCRIPTION**

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**JOB TITLE: Maintenance Person**

**REPORTS TO: Maintenance Supervisor, Chief Engineer**

**STATUS: Non-Exempt - Hourly**

### **JOB SUMMARY:**

The Maintenance Technician is responsible for assisting with the operation, maintenance, service and repair of equipment as assigned in order to maintain the physical structure and grounds of the hotel property. He/she is also responsible for participating in the preventative maintenance program, handling guest requests and other work orders as assigned. They are also responsible for performing in a safe and efficient manner and performing trade jobs such as carpentry, painting, etc as assigned. The Maintenance Technician is expected to actively develop excellent service skills in dealing with clients, guests and co-workers.

### **QUALIFICATION STANDARDS**

#### **Education & Experience:**

- High School diploma or equivalent.
- Must obtain and maintain any licenses or certificates as required by law.
- Ability to read and understand blueprints and schematics.
- Knowledge of machines, computers, tools and other equipment, including HVAC, electrical and plumbing.
- Ability to communicate effectively with guests and staff.
- Ability to work a flexible schedule, including weekends and holidays.

#### **Physical Requirements:**

- Long hours sometimes required.
- Heavy work-Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Ability to stand during entire shift.
- Ability to reach overhead, utilize both hands, to bend over and to stoop and kneel.
- Ability to operate various types of maintenance equipment.
- Must be capable of climbing and descending stairs during their shift.

#### **Mental Requirements:**

- Must be able to understand and follow directions, guidelines and work objectives as set forth by the supervisor.
- Must be able to understand the potential hazards and subsequent procedures involved in working around commercial cleaning agents and various types of machinery.

- Must use common sense and integrity in ensuring the security of guest belongings while working in guest suites.
- Must be able to convey information and ideas clearly.
- Must be effective in handling problems in the workplace, including anticipating, preventing, identifying and solving problems as necessary.
- Must be able to listen to, understand and clarify the issues raised by guests and co-workers.

### **DUTIES AND RESPONSIBILITIES**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons..

#### **Service Attitude and Communication**

- Maintain high standards of personal appearance and grooming. Wear name tag when working.
- Maintain a professional and friendly demeanor at all times.
- Must be always attentive, courteous and efficient in the dealings with the clients, guests, managers and all other employees.
- Comply at all times with compliance standards and regulations to encourage safe and efficient hotel operations.
- Establish and maintain good communications and team work with fellow employees and other departments within the hotel.
- Consistently leave maintenance slip in the guest suite when work is completed.
- Develop a team player attitude for the good of the hotel.

#### **Maintenance Responsibility**

- Responsible for maintaining the physical structure and grounds of the hotel property in like-new condition, including landscaping, walkways, pool area and sports courts.
- Must be able to use two-way radios, telephones, and various types of maintenance equipment.
- Perform interior and exterior property maintenance, such as carpentry repair, painting and all other functions necessary to maintain the facility and property.
- Complete maintenance request in a timely manner. These may include: change out light bulbs, vinyl repairs, touch up paint, minor furniture repair, tub caulking, tile repair. Also maintenance for equipment such as ice machines, refrigerators, kitchen and laundry equipment, HVAC, guest rooms, meeting rooms, public area spaces, swimming pool and spa, etc.
- Have working ability with HVAC, electrical, plumbing and carpentry as needed.
- Perform Suite Care Program activities to maintain suites for guest satisfaction.
- Test pool and spa chemicals routinely and maintain logs.
- Conduct periodic tours of the exterior perimeter for debris and trash removal.
- Check exterior lighting and irrigation periodically.
- Operate radios efficiently and professionally in communicating with the hotel staff.

## General Responsibility

- Participate in all-employee meetings, events and other functions required by management.
- Follow all compliance standards and regulations to ensure safe and efficient hotel operations.
- Be familiar with all policies and hotel rules and hotel terminology.
- Practice safety throughout the work shift by removing/correcting and identifying hazards.
- Must be able to follow safety practices, such as wearing personal protective equipment, reading chemical warning labels and other safe work practices.
- Participate in on-call (emergency) rotation.
- Perform department housekeeping.
- Attend meetings as required by management.
- Perform any other duties as requested by management.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THE JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMODATION.

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Team Member Signature

Date

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General Manager Signature

Date