MAINTENANCE MANAGER

Job Description

Reports to:   General Manager (or Asst. GM if applicable)       Department:  Maintenance

Summary:
The purpose of this position is to repair and maintain the hotel’s physical assets in order to keep the hotel in compliance with the state/local government requirements, the hotel’s policies/procedures and the brand’s standards for quality, cleanliness, guest satisfaction, safety and security.

ESSENTIAL DUTIES:
- Able to work flexible schedule including holidays, weekends or longer than 8 hr days if needed
- Must be able to be reached by phone after normal hours 24/7 and may need to come into hotel to tend to emergencies
- Perform basic upkeep throughout the property for all rooms and common areas
- Has general knowledge of procedures for repairing and/or replacing all types of plumbing equipment
- Handles minor in-house repairs with regard to removing and replacing bathroom tile, repairing wallboard, painting, wall vinyl, carpentry, carpet cleaning, etc.
- Maintains basic upkeep of all areas by ensuring all furniture, fixtures, door locks and electrical equipment are in working order
- Makes systematic checks on all guest room electrical appliances, circuits, televisions, refrigerators, and light fixtures: Must be able to repair most in-room deficiencies to ensure items are in working order
- Locates and corrects in-room heating, ventilation, air conditioning (HVAC) or packaged terminal air conditioning (PTAC) malfunctions, and adjusting HVAC/PTAC units to include systems and control checks; Repair or replace these units as needed
- Inspect, maintain and clean hotel’s exterior areas, the swimming pool, whirlpool/spa, parking lot, and landscaping
- Be familiar with all major shut off stations including water, electric, sprinkler, fire alarm
- Report requests for major repairs to GM
- Maintains tools, workspaces, equipment, property exterior and grounds to assure cleanliness
- Utilizes basic hand and power tools required for general maintenance.
- Completes Preventative Maintenance program checklist and maintenance records.
- Prepares requisitions for replacement of bench, stock items, locates and purchases materials needed for emergency repairs, provides administration of outside maintenance contract activity of major systems (i.e. elevators, fire alarm, trash)
- Assist General Manager in determining capital requests, and managing contracts for capital projects

For Safety and Security:
- Return hotel keys at end of shift
- Announce presence before entering guest rooms
- Maintains security for guests and property by keeping room doors locked at all times
- Report any suspicious activity of guest, visitors or staff
- Properly label any lost/found articles and turn in to the appropriate Manager assigned by GM
- Perform duties in accordance with Safety and Security Policies
- Perform duties in accordance with OSHA, HAZCOM and Blood Borne Pathogens regulations

For Customer Service and Guest Satisfaction:
- Respond to staff and guests request for immediate repairs
- Maintain a high standard of personal appearance and proper uniform
- Greets guests, visitors and staff in a courteous and friendly manner
- Smile, acknowledge and greet guests in rooms and/or in passing

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For Teamwork:
- Performs other duties as assigned, requested, or deemed necessary by management
- When asked, inspect or clean public areas to insure high level of presentation

Physical, Mental and Environmental Requirements:
- Ability to work with cleaning chemicals
- Firm and simple grasping are required for all aspects of work and there may be some tasks requiring fine manipulation skills, such as using small tools for repairs
- Majority of work shift requires standing or walking 90% of the work day
- Many tasks require sitting, bending, stooping, kneeling, and/or positioning to accomplish tasks
- Able to lift and carry up to 40+ lbs. is common and up to 140 lbs with assistance
- Reaching is required at all levels throughout the work period
- Many tasks require twisting of the torso
- Pushing and pulling actions are required in excess of 60-70% of the time
- Crouching and kneeling are required for approximately 25% of the time, particularly when cleaning bathrooms and under furniture
- Crawling is may be required up to 10% of the time
- Climbing of stairs is required and may require up to 50% of the time

Skills, Educational Background and Experience:
- High School Diploma, GED, or equivalent years of relevant work experience required
- 1+ year previous experience in maintenance/grounds experience
- Must have working knowledge of general repair, plumbing, painting, HVAC or electrician
- Previous hotel maintenance experience preferred
- Friendly demeanor and good customer service and communication skills
- Able to work efficiently under time constraints
- Possess good organization and prioritization skills
- Able to work independently and with others

This job description describes the general nature of the duties and responsibilities of this position and are explained during training and reviewed during your employment. These duties may be amended from time to time. This document is not an employment contract.

EMPLOYEE ACKNOWLEDGMENT

My signature below verifies I have read and understand this Job Description, and I accept responsibility for performing the duties required for this position.

<table>
<thead>
<tr>
<th>Employee Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Employee Name</td>
<td>Hotel/City</td>
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</tbody>
</table>

For Employee File

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