

Title: Maintenance Engineer
Department: Housekeeping
Supervisor: Executive Housekeeper, General Manager

OBJECTIVE

Directs and implements maintenance programs aimed at maintaining a zero-defect environment for guests. Inspects, maintains, and repairs all mechanical, electrical, and other equipment used by the guests or affecting the quality of their experience while visiting the property.

PRIMARY RESPONSIBILITIES

- Creates a safe and attractive environment for guests and associates by ensuring the hotel is maintained in accordance with safety standards.
- Perform basic repairs and preventative maintenance on PTAC/HVAC equipment, furniture/cabinetry, appliances, light fixtures and plumbing.
- Arrange for routine maintenance and preventive maintenance in hotel rooms, lobbies and facilities (e.g. fitness center, pool)
- Perform interior and exterior painting, caulking, tiling, landscaping and parking lot repairs.
- Checks and secures guest rooms
- Reports needed repairs or unsafe conditions to supervisor;
- Troubleshoot various technical devices such as key card systems, internet equipment, television equipment, etc.
- Responds to housekeeping requests from guests, management or other hotel personnel in a timely and efficient manner;
- Act fast to resolve emergency issues (e.g. power outages, leaks)
- Completes preventive maintenance checklists and other maintenance records.
- Maintains security of equipment, keys and supplies issued each day
- Ensures hotel adheres to all regulatory and safety standards by meeting with government and insurance inspectors and taking correction action as needed.
- Manage relationships with contractors and service providers
- Reports lost and found articles to supervisor
- Treats all fellow employees and guests with dignity and respect.
- Support the goals of the hotel through teamwork and collaboration with all departments.
- Performs other duties as assigned.

RELATIONSHIPS

Internal: Housekeeping - to report needed repairs.
Front Desk - to verify occupied/unoccupied status of rooms.
Executive Housekeeper - to receive instruction and daily room assignments.

External: Hotel Guests - to provide service.

QUALIFICATIONS

- Education / Experience:** Basic reading, writing and math skills;
- Skills:** Basic knowledge of plumbing, electrical, drywall repair, painting, HVAC, pool chemicals, carpet cleaning, etc.
Organizational skills.
Attention to detail.
Speaks, reads and writes English clearly.

PHYSICAL / COGNITIVE ACTIVITIES

Since maintenance is the major responsibility of this position, a Maintenance Engineer spends a significant portion of their workday involved with the following: unlocking, opening, bending, stooping, reaching, pushing, pulling, and lifting. Must also be able to tolerate exposure to extreme temperatures and cleaning chemicals.

The vast majority of the time is spent moving about the property in order to maintain the property exterior and interior, and this is usually accomplished by walking, oftentimes up and down stairs. Communication skills are necessary some of the time in order to interact with hotel guests or staff. English must be understood and spoken clearly.

The ability to read and write in English is needed to record daily guest room inventories, review written instructions and to note maintenance requests.

Maintenance Engineers typically lift and pull items weighing as much as 60 pounds.

Applicants must be available to work weekends and holidays.

The preceding job description outlines the primary duties, responsibilities and requirements of the Maintenance Engineer position. The full scope of the position includes, but is not limited to, the described job tasks and expectations.