



HOTELS &
APARTMENTS

Maintenance Officer Position Description



M SUITES

PURPOSE

Consistently, through a disciplined approach and focus on upkeep of the physical products, incorporating an approach of continuous improvement, deliver great products to the highest quality to ensure true and lasting customer and staff loyalty.

POSITION OBJECTIVES

- **COMMITMENT AND CONSISTENCY** – To provide quality customer service always maintaining a consistent approach to ensure the highest levels of service and product are delivered through excellence to ensure customer satisfaction.
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved.
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks lists while recognising when attention is needed in other areas and attending to them with the appropriate level of priority.
- **TIME MANAGEMENT** – Accountability to achieve all tasks in a timely and efficient manner to ensure presentation of all common areas is maintained at the highest level.
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach with other team members, supervisors and managers.
- **PROFESSIONALISM** – Displaying professionalism at all times, respecting and valuing each and every team member's contribution.
- **ANTICIPATORY SERVICE** – Identify and service customers' needs before they ask.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty.

KEY RESPONSIBILITIES**Project tasks**

With commitment to continuous improvement undertake project tasks to improve the quality of product provided to all guests, including but not limited to:

- Internal and external painting
- Assist with building upgrades
- Assist with routine building maintenance

Through a consistent focus, coordinate and/or complete routine tasks as scheduled, including but not limited to:

- Pressure clean external paving areas
- Machine clean tiled floor and carpets in common areas
- Clean multilevel windows with pure water pole
- Clean common areas floor coverings.

In a timely and efficient manner, coordinate and/or complete all reported tasks from senior management audits.

Routine tasks

Through a consistent focus, complete and/or coordinate periodical tasks as scheduled, including but not limited to:

- Replace smoke detector batteries
- Clean and check (repair or report where required) the following:
 - Air conditioner filters
 - Bathroom exhaust fans
 - Internal lights
 - Range hood filters, replacing if required
 - Shower heads
 - Gutters where possible
 - External lighting
 - Pigeon droppings from walls / balconies
- Check internal walls for marks/damage – repair if required
- Tidy and clean storage areas
- Check integrity of security fencing and gates – repair and report if required
- Empty wheelie bins into skip on a weekly basis
- Clean external windows with the use of a pure water system and pole.

KEY RESPONSIBILITIES**Maintenance Tasks**

Through a consistent focus, manage daily reactive maintenance tasks including but not limited to:

- In room repairs
- Garden light checks to ensure lighting is effective – moving or trimming around lighting if required
- Check timer settings to stair, garden and external lights – adjust if required
- Check timer setting to watering system – adjust if required
- Check integrity of water system, i.e. all drippers are functioning – repair if required
- Any other maintenance related issues as instructed
- Liaise with contractors as required and directed by the Hotel Manager

Primary key responsibilities will be undertaken at M Suites with some requirement to complete any/or all of the above at other Majestic Hotels/properties.

SKILLS**EXPERIENCE****QUALIFICATIONS****KNOWLEDGE****Required**

- Exceptional time management skills with a proven history of multi-tasking and working to deadlines
- Good physical fitness and strength
- The ability to work at heights in elevated work platform
- Committed approach to continuous improvement in all areas of responsibility
- Demonstrated ability in problem solving through displayed use of initiative
- Effective and efficient use of available resources
- Effective communication skills incorporating a collaborative approach
- An attitude of professionalism at all times
- Current driver's license
- A shared passion and responsibility towards our groups vision and values

Highly desirable

- Elevated work platform license
- Proven Horticultural experience.

VALUES**Required**

- Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -
 - Passion for our brand, products, staff, guests and industry
 - Professionalism at all times
 - Commitment to quality customer service standards and values
 - Respect and value of each and every team member across our group
 - High level of communication skills characterised by patience, clarity and empathy at a personal and telephone level
 - Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change
 - High level of interpersonal skills
 - An attitude to work within Workplace Health and Safety requirements

**ORGANISATIONAL
RELATIONSHIPS**

- Report directly to the Hotel Manager.
- Working as required with:
 - Site Maintenance Personnel
 - Group Maintenance Personnel
 - Property Managers
 - Department heads across all Majestic Hotels sites

VISION STATEMENT

“our purpose as a company”

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice!**

VALUE STATEMENT

“what we stand for as a company”

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!

I have read and understood the requirements of the role as outlined in this position description.

Employee Name

Employee Signature

Date