

<b>Position:</b> Maintenance Person	<b>Department:</b> Maintenance	<b>Supervisor:</b> Maintenance Manager	
<b>Job Titles Supervised:</b> None	<b>Date:</b> October 6, 2017	<b>FLSA:</b> Hourly (Non-Exempt)	<b>Benefits:</b> Eligible if Full Time

**Overview:**

The Maintenance Person contributes to the hotel’s commitment to high quality guest satisfaction and teamwork by safely and efficiently maintaining the property i.e. performs preventative maintenance; repairs on mechanical, electrical, kitchen, and laundry equipment.

**Additional Information:**

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

**Essential Functions of the Job:**

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- ***Working Safely*** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

**Expectations of all Employees:**

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive “can do” attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly “hello.” Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

**Job Duties and Responsibilities:**

- General repair of plumbing, PTAC units, room furniture, bathroom fixtures and tile, painting, wall vinyl, electronic locks, television, and carpentry
- Complete routine equipment checks and perform preventative maintenance on hotel's machinery, i.e. boilers, chiller, laundry equipment, vacuums, exercise equipment, and ice machines as scheduled
  
- Perform regular preventative maintenance to guest rooms as assigned
- Respond to guest maintenance request in a prompt and courteous manner
- Maintain knowledge of the hotel fire alarm & sprinkler systems
- Locate and correct in-room heating, ventilation, and air conditioning malfunctions
- Clean pool deck and pool every morning and again as needed in periods of high usage
- Check and document of pool chemicals daily to maintain correct levels, and adjust as necessary
- Verify daily and communicate to Guest Services about each room in DNR Status
- Clean and sweep parking lot at all entrances, daily (including snow & ice removal during winter)
- Care of hotel's grounds to include planting, weeding, edging, pruning and mowing
- Read and follow safety labels on chemical bottles; refer to MSDS sheets before use; understand the uses of all cleaning equipment; operate hotel equipment in a safe and efficient manner:
  - \* ***Equipment may vary at location but may include:*** Power Washer, Carpet Cleaner, Leaf Blower, Lawn Mower, Parking Lot Sweeper, Golf Cart, Snow Blower

**Skills Required:**

Provide high level customer service, communicate effectively with guests and team members, follow instructions, ability to learn quickly, pay attention to detail, and maintain composure when working under pressure

**Technical:**

- ✓ Solid experience performing repairs on mechanical, electrical, kitchen and laundry equipment
- ✓ General carpentry skills; knowledge and use of basic hand and power tools required

**Experience / Education:**

Minimum 1 year of general building maintenance or equivalent in a trade profession; Vocational School Certification preferred

**Performance Measurement:**

90 Day performance review, on-going feedback from supervisor, attendance, productivity, feedback from others, Guest Response scores, etc.

**Physical Demands:**

This is a very physically demanding job that requires extended periods of walking, standing, bending, lifting, twisting and kneeling. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (See Physical Requirements section for detailed information)

**Employee Acknowledgement:**

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

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**Manager**

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**Date**

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**Employee Signature**

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**Date**

### Physical Requirements of this position

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:** Approximate requirements of time tasks are performed in carrying out job duties.

(To update boxes – place cursor to the left of the box, double click, under “Default Value” click on not checked or unchecked to select the box.)

<b>Sitting (Number of hours a worker must be sitting)</b> <input checked="" type="checkbox"/> Not an essential function <input type="checkbox"/> 1-3 hours/day <input type="checkbox"/> 3-7 hours/day <input type="checkbox"/> 7 or more hours/day	<b>Tasks (not an exclusive list)</b> <ul style="list-style-type: none"> <li>Occasionally may sit to perform tasks</li> </ul>
<b>Standing (Number of hours standing)</b> <input type="checkbox"/> Not an essential function <input type="checkbox"/> 1-3 hours/day <input checked="" type="checkbox"/> 3-7 hours/day <input type="checkbox"/> 7 or more hours/day	<b>Tasks (not an exclusive list)</b> <ul style="list-style-type: none"> <li>Majority of time is spent standing and walking to perform duties.</li> </ul>
<b>Walking (Number of hours walking)</b> <input type="checkbox"/> Not an essential function <input type="checkbox"/> 1-3 hours/day <input type="checkbox"/> 3-7 hours/day <input checked="" type="checkbox"/> 7 or more hours/day	<b>Tasks (not an exclusive list)</b> <ul style="list-style-type: none"> <li>Majority of time is spent standing and walking to perform duties.</li> </ul>
<b>Bending</b> <input type="checkbox"/> Not an essential function <input type="checkbox"/> Infrequent Bending: 1-120 bends/day (15 bends/hour) <input type="checkbox"/> Moderate Bending: 121-480 bends/day (1 bend/minute) <input checked="" type="checkbox"/> Frequent Bending: 481 or greater bends/day (>1 bend/minute)	<b>Tasks (not an exclusive list)</b> <ul style="list-style-type: none"> <li>Frequent bending while performing duties.</li> </ul>
<b>Squatting</b> <input type="checkbox"/> Not an essential function <input type="checkbox"/> Infrequent Squatting: 1-120 squats/day (15 squats/hour) <input checked="" type="checkbox"/> Moderate Squatting: 121-480 squats/day (1 squats/minute) <input type="checkbox"/> Frequent Squatting: 481 or greater squats/day (>1squat/minute)	<b>Tasks (not an exclusive list)</b> <ul style="list-style-type: none"> <li>Moderate squatting while performing duties, i.e. performing landscaping duties.</li> </ul>
<b>Kneeling</b> <input type="checkbox"/> Not an essential function <input type="checkbox"/> Infrequent Kneeling <input type="checkbox"/> Moderate Kneeling <input checked="" type="checkbox"/> Frequent Kneeling	<b>Tasks (not an exclusive list)</b> <ul style="list-style-type: none"> <li>Some tasks may require frequent kneeling while performing duties.</li> </ul>



<b>Twisting</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Frequent twisting while performing duties.</li> </ul>
<input type="checkbox"/> Infrequent: 1-120 twists/day	
<input checked="" type="checkbox"/> Moderate: 121-480 twists/day	
<input type="checkbox"/> Frequent: 481 or greater twists/day (>1 twist/minute)	

<b>Lifting Floor to Waist</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Moderate lifting while performing duties.</li> </ul>
<input type="checkbox"/> Infrequent: up to 50 lbs	
<input checked="" type="checkbox"/> Moderate: up to 50 lbs	
<input type="checkbox"/> Frequent: up to 50 lbs	

<b>Lifting to Waist to Shoulder</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Moderate lifting while performing duties.</li> </ul>
<input type="checkbox"/> Infrequent: up to 30 lbs	
<input checked="" type="checkbox"/> Moderate: up to 30 lbs	
<input type="checkbox"/> Frequent: up to 30 lbs	

<b>Lifting Overhead</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Infrequent lifting overhead while performing duties.</li> </ul>
<input checked="" type="checkbox"/> Infrequent: up to 30 lbs	
<input type="checkbox"/> Moderate: up to 30 lbs	
<input type="checkbox"/> Frequent: up to 30 lbs	

<b>Pushing / Pulling</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Moderate push/pulling while performing duties.</li> </ul>
<input checked="" type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

<b>Wrist / Hand / Fingers Repetitive Movements</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Infrequent repetitive movements while performing duties.</li> </ul>
<input checked="" type="checkbox"/> Infrequent	
<input type="checkbox"/> Moderate	
<input type="checkbox"/> Frequent	

<b>Cardiovascular - Endurance (Maximum Work-load Required Each Day)</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Majority of time spend on feet and in motion.</li> </ul>
<input type="checkbox"/> Light energy requirements	
<input type="checkbox"/> Moderate energy requirements	
<input checked="" type="checkbox"/> High energy requirements	

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Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date