



SOUTH AUSTRALIA

Maintenance Assistant Position Description



OASIS
APARTMENTS
PORT AUGUSTA

PURPOSE

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

POSITION OBJECTIVES

- **COMMITMENT & CONSISTENCY** – To quality of work and always achieving the highest standards to consistently deliver great products
- **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
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved.
- **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 internal and external stake holders
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff and external sources
- **ANTICIPATORY SERVICE** – Identify and service customer’s needs before they ask.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty

KEY RESPONSIBILITIES

Routine Tasks

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

- Clean exterior windows
- Conduct preventative bug spray on property
- Pressure clean car park and repaint markings
- Maintenance of external red gum tables and pool furniture
- Maintain decking and verandahs

ASSIST MAINTENANCE OFFICER – In a timely and efficient manner, assist with tasks as delegated, including but not limited to:

- Garden light checks to ensure lighting is effective – moving or trimming around lighting if required
- Assist with pool maintenance
- Monitor watering system – report if adjustment required
- Assist to maintain outside furniture
- Undertake laundry duties when required, including chemical changeovers
- 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
- Check internal walls for marks/damage – report if repair required
- Tidy and clean storage areas
- Check integrity of security fencing – report if repair required
- Empty wheelie bins into skip and sanitize touch points
- Any other maintenance related issues as instructed

Periodical Tasks

With a disciplined approach, complete periodical tasks as scheduled, including but not limited to:

- Undertake all garden related duties, including trimming and weeding
- Fertilize plants as required/instructed
- Check integrity of water system, i.e. all drippers are functioning – repair as required
- Clean BBQ's
- Maintain outside furniture
- Clean and clear roof gutters and solar panels
- Check and clean on-site signage

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

- Exceptional time management skills with a proven history of multi-tasking
- Experience of working in a high-pressure environment to get the task done
- Good physical fitness, stamina and strength
- Committed approach to continuous improvement in all areas of responsibility
- Demonstrated ability in problem solving through displayed use of initiative
- 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

- Proven experience of undertaking low level maintenance tasks
- General understanding of building structures and some knowledge of operational repairs
- Understanding of how a hotel operates

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 the Hotel Manager
- Limited accountability and reporting to the Maintenance Officer
- Working as required with:
 - Maintenance Officer
 - Executive Housekeeper
 - Housekeeping Supervisors
 - Room Attendants
 - Group Maintenance Personnel
 - Front Office Manager
 - Guest Service Agents

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