



# Group Maintenance Person Position Description



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**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.

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## 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:

- Adapting current fixtures to allow upgrades such as pilfer proof coat hangers
- Installation of protective strips to high wearing in-rooms items such as desk edges
- Assist with the implementation of soft refurbishments
- Internal / External painting
- Back-up support for additional residential building company

### Project tasks

In a timely and efficient manner, coordinator and/or complete all reported tasks from senior management audits, including but not limited to:

- Caulking in-rooms, with particular attention to bathrooms
- Tightening / replacing fixtures and fittings
- Replacing runners on sliding doors / shower doors
- Adjusting door seals
- Polishing furniture, baths and vanities

### Routine tasks

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

- Machine scrub tiled floor areas
- Apply non-slip coating to all wet areas
- Clean windows / fly screens
- Polish timber furniture
- Conduct preventative bug spray on properties
  - Pressure clean car park / courtyards / walls
  - Clean sink traps
  - Clean air conditioner filters
  - Maintenance of external furniture
- Covering leave periods as site maintenance resource - for Adelaide hotel properties.

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## KEY RESPONSIBILITIES

### Routine tasks

Through a consistent focus, complete routine garden related tasks as scheduled at each property, including but not limited to:

- Trim gardens – small and large trims as required
- Heavy tree trimming as required
- Prune / dead head roses (head office) as required
- Fertilize gardens as required
- Rework garden beds as required
- Replanting as required
- Maintain 12v garden lights as required
- Check watering systems and maintain as required
- Hand water as required
- Clean courtyard / car park and pressure clean as required
- Clean windows and glass canopies as required

### SKILLS

#### Required

#### EXPERIENCE

#### QUALIFICATIONS

#### KNOWLEDGE

- Proven experience of undertaking medium level maintenance tasks
- Exceptional time management skills with a proven history of multi-tasking and working to deadlines
- Good physical fitness and strength
- 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

- Maintenance related technical skills

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**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 Maintenance Manager.
- Working as required with:
  - Site Maintenance Personnel
  - Group Maintenance Personnel
  - Property Managers
  - Department heads across all Majestic Hotels sites

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## **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!**

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

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Employee Name

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Employee Signature

\_\_\_\_\_  
Date