

# JOB DESCRIPTION

**Position:** FACILITIES AND MAINTENANCE MANAGER  
**Location:** Within the overseas programme, as stated in your covering letter  
**Reports to:** Hotel Manager

As Facilities and Maintenance Manager, you will be entirely in charge of the structure and technical services of the hotel. You will take ownership of the property and resolve any maintenance requirements.

You will complete your maintenance log every day to ensure that guest needs are met, and all reported problem are fixed within the shortest time.

You will be on-call in case of emergency and ensure all breakdowns and damage are attended to speedily

Management of Hotel Reception – Possible responsibilities to be confirmed

## Competencies

- Understand property systems to include all electrical systems, lifts, lights, heating, key card entry systems, video surveillance, ventilation, pool and spa suite.
- Good knowledge of Health and Safety and Health and Hygiene protocols.
- Good understanding of the working/running of a hotel, both back and front of house.
- Experienced in dealing with guests.

## Pre-season

- Attend the pre-season management training course.
- Assist with training the hotel staff.
- Oversee the handover of a new-build property ensuring that all information relating to the technical aspects of the hotel is captured from the various contractors
- Brief the management team on the technical aspects and the operation of the various systems in the property
- Compile a 'users guide' for all the hotel systems including pool and spa centre.

## During the Season

- Daily monitoring and management of the technical systems of the hotel
- Daily upkeep of the pool and spa centre, including monitoring and recording of technical controls and checks
- Daily maintenance of the building which could include light maintenance work in public areas, guest rooms or back of house relating to plumbing, carpentry, electrics, drainage etc
- Liaising with maintenance contractors
- Upkeep of the Register de Sécurité
- Ensure fire detection equipment, exits and lighting are in full working order
- Keep a log of all maintenance carried out (both in-house and by independent contractors)
- Monitor electricity and water consumption and take measures to minimise them
- Accountable for organisation of your area of responsibility, including maintenance stocks
- Understand and adhere to all company policies & procedures.

## Reception Responsibilities

- Management of the reception and all systems
- Dealing with guest problems and complaints
- All control systems (Phone, Alarm, Key card, VMC, Heating etc...)
- Logging of Ski Pack Sales information and Credit Card Charging on Easy Rep
- Billing (bar, phone, massage, child care services)
- Money handling
- Sales and booking
- Housekeeping and Maintenance log
- Rooming list and allocation

- Cleaning of the reception area

#### Quality Assurance/Customer Service

- Manage and deliver all products to the guests

#### Communication

- Keep hotel manager and all staff informed on all relevant matters using varied methods of communication.
- Escalate or communicate to Hotel Manager all problems or which you cannot resolved.

#### Incident Management

- Manage all incidents in line with company procedures.

#### Any additional relevant information

- Constantly seek out efficiencies to improve profitability

#### **Post-Season**

- Ensure that the property is shut down correctly
- Compile a full report detailing all the workings of the property and any extra information learnt over the course of the season