

Job Description

Job Title:	Maintenance Technician	Department:	Engineering
Reporting to:	Chief Engineer	Direct Reports:	Nil

Vision, Mission and Values

Strive to achieve our vision:

“Building Great Memories”

Through our mission:

“The pinnacle of heartfelt Kiwi service, providing personalised local guest experiences in the centre of Auckland’s diverse cultural scene.”

By living our values daily:

*Connect from the Heart
Better Every Day
Do the Right Thing
One Team One Dream
Take Care of the World around Us*

Purpose of Position

To build a culture focused on the visions and values of the business and to maintain the building fabric of the hotel to a high standard. To assist in performing installation within the hotel. To take the initiative to create moments of ‘WOW’ for our guests in all interactions.

Key Performance Areas

Role Specific

- Complete allocated tasks and assignments maintaining a high standard of workmanship
- Daily accurate record keeping.
- Outstanding communication between engineering team and hotel.
- Assist in the daily operations of the department.
- Complete all job requests in a timely manner with guest requests taking priority.
- Complete the Cordis Life Safety System maintenance.
- Complete the Cordis Preventative Maintenance System.
- Review processes used within the department to improve where possible.
- Monitoring health and safety procedures in the work place.
- Follow and implement new processes.
- To participate in rotating shift work as required.
- Maintain a high standard of workmanship.
- Report technical faults such as electrical work to the department.
- Supervise outside contractors as required.
- Provide exceptional guest service at all times.
- Contribute towards the hotel sustainability goals by:
 - separating waste into correct bins at all times;
 - using chemicals in accordance to their fact sheets specification
 - dispose of hazardous substances or materials in the correct manner

- use natural resources sensibly, avoiding waste
- considering materials and products lifecycle when maintaining or replacement hotel assets
- reporting any areas of improvement to my department's CONNECT champion

For All Colleagues

- Ensure the My Colleague Survey action plans are actioned in a timely manner.
- Actively source and use guest and colleague names; making eye contact, smiling and approaching immediately
- Provide efficient, friendly and professional service, using your initiative, to all guests, colleagues etc., bringing life and meaning to our VMOV and essentials
- Live by the principles of our Vision, Mission, Values and Essentials, our Welcome Handbook, hotel Standard Operating Procedures and policies, adhering to these expectations.
- Be flexible with rostered days off, shifts and hours
- Achieve quality standards in order to achieve consistency via e.g. Key Performance Indicators, i-Auditor tools, Mystery Shopper audits, Medallia etc.
- Promote revenue generating opportunities being familiar with the hotel's products and services
- Utilise internet and email in conjunction with Cordis, Auckland Internet, Social Media and Email policy
- Ensure all elements of HACCP are met
- Ensure all hotel standards are met and / or exceeded
- Adherence to Emergency Communication procedures ensuring that enquiries from the media are only responded to by the nominated spokesperson
- Participate in our CONNECT program
- Work in other areas of the hotel as requested
- Any other reasonable task as requested by Hotel management
- Communicate all positive feedback and feedback relating to areas for concern to leadership team in a timely manner.
- Ensure an understanding of all areas within department

Health & Safety

- Active participation; working in line with and as required by, Health & Safety legislation and hotel policies, procedures and expectations, while encouraging other colleagues to participate
- Comply with the Health & Safety policy statement, H&S policies and procedures and the relevant H&S Business Plan
- Work in a safe manner, providing a safe workplace to all colleagues
- Use protective/safety equipment wherever provided and required
- Fully understand departmental fire, evacuation and emergency procedures
- Accurate and timely reporting of all hazards, incidents and work related injuries to your supervisor or manager

Essential Skills, Attributes and Experience

- Superior Customer Service skills
- Proactive in taking initiative
- Excellent communicator, team player, empathetic and patient
- Strong ability to communicate in written and spoken English
- Strong attention to detail
- Time management, listening, conflict resolution, selling and marketing, negotiation skills
- Displays a sense of urgency
- Business acumen and strategic focus
- Displays flexibility and high energy levels
- Motivate self and others
- Displays quality team work
- Able to build and maintain relationships
- Displays service mentality and attitude

- Able to delegate
- Values diversity
- High level of personal and professional integrity and trustworthiness with strong work ethics
- Ability to work independently with excellent communication and presentation skills, both verbal and written

Success Factors

Business

Business Focus
Customer Focus

Self

Functional proficiency
Ownership of Results
Decision Making
Innovation

Leadership

Leadership skills
Communication
Teamwork
Staff Development and Coaching

Your success in demonstrating these competencies will be communicated through the PRIDE Appraisal performance management process.

It is not the intent of this job description to cover all aspects of the position but to highlight the most important areas of responsibility.

I understand that this job description may be subject to change by the management of Cordis, Auckland.

I have read and understood this job description and agree to carry out the duties listed above. I accept responsibility for the awareness of modifications and/or changes to this job description. I can perform the functions of this position as indicated above.

Name *(Please print)*

Signature

Date