

Job Description

Job Title:	Painter/ Decorator	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 vision and values of the business and responsible for the day to day repair and maintenance of the hotel property, timely completion of planned preventative maintenance, operation of plant and equipment and participation in hotel emergency organisation. A predominately self-supervised position within control of the Chief Engineer, responsible for high quality work related to internal and external painting, wall coverings, coating and protecting of plant and equipment, maintenance and refurbishment of furniture and fittings, limited sign-writing renovation of rooms and public areas as may be required. Also, participate in the Kenfixit programme. Lead by example in taking the initiative to create moments of ‘WOW’ for our guests.

Key Performance Areas

Role Specific

- Ensure all hotel standards are met and / or exceeded.
- Able to work unsupervised.
- Worked rostered shifts as per the roster, including weekends.
- Interact with guests and colleagues in a manner befitting a Cordis colleague.
- Complete allocated tasks assignments.
- Interior painting and plastering e.g. all colleague walls, ceilings, floors and fittings.
- Exterior painting and plastering e.g. all exterior walls and pillars including pool area and roofs.
- Furniture renovation and refurbishment – including dismantling, stripping and re-coating, and care of upholstery furniture.
- Repair of damaged walls and wall coverings, and replacement of wall coverings in project areas as directed by the Chief Engineer.
- Ceilings – Maintenance of all painted surfaces, including limited repairs to textured surfaces.

- Sign-writing – limited to non-professional works, mainly directional and control markings and signs.
- Provide on the job training when assigned, for example, to the Duty Engineer, and supervise them as assigned.
- Perform as a member of the emergency team.
- Carry out work as directed by the Chief Engineer or designate.
- Daily record keeping.
- Outstanding communication between Engineering management team and department
- Ensure quality control for all aspects, either self-directed or when directing others.
- Assist in the daily operations of the department.
- Complete Cordis Life Safety System maintenance.
- Complete Cordis Preventative Maintenance System (Kenfixit).
- Review processes used within the department to improve where possible.
- Follow and implement new processes.
- Update Coordinator with any orders required for equipment supplies, including PPE, in advance to ensure supplies and par levels are maintained.
- Maintain a high standard of workmanship and ensure work area kept neat and tidy, to an acceptable standard, at all times.
- Supervise outside contractors.
- Complete any other tasks as requested, for example, general repairs and maintenance, including but not limited to duty engineer tasks.
- Adherence to Emergency Communication procedures ensuring that enquiries from the media are only responded to by the nominated spokesperson.
- 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, ReviewPro 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

- 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

<i>Business</i>	<i>Self</i>	<i>Leadership</i>
Business Focus	Functional proficiency	Leadership skills
Customer Focus	Ownership of Results	Communication
	Decision Making	Teamwork
	Innovation	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