

Department: Operations/Security/Engineering
Position: Maintenance Manager
Reports to: General Manager

Position Scope

Under the guidance of the General Manager, the Maintenance Manager is to oversee and manage the successful running of the Maintenance/Engineering and Security Departments to ensure all aspects of the hotels' infrastructure, safety and quality measures are maintained to the highest standards. The Maintenance Manager coordinates maintenance/engineering teams to achieve business goals such as safety and quality assurance. Maintain sound security methods and procedures in line with hotel and corporate policies and guidelines, and the hotel's business plan.

Based throughout the Hotel grounds, the areas of responsibility of the Maintenance Manager, will include all Safari Hotel entities.

To maintain the corporate quality, service standards and facilities in all departments over which he/she has responsibility and authority. He/She is responsible for the overall smooth, efficient, and economical running of the entire Maintenance/Engineering and Security departments.

To ensure an efficient utility management plan by implementing the Corporate Responsible Business Policies of ACCOR Hotels, together with the General Manager, to manage the sustainability program which helps to conserve our environment.

TASKS, DUTIES & RESPONSIBILITIES

➤ *Financial & Administration goals:*

- To oversee and manage daily tasks which are carried out in a professional, competent, and cost saving manner.
- Organization of all engineering administration, stock control and spare part storage.
- Oversees all policies, procedures, protocols, and controls that govern the property maintenance operations.
- To manage and control the company's budgets to an acceptable and pre-set standard.
- Justifies all budget and resource allocation decisions to senior management.
- To ensure that all actions are recorded and duties to enable continual improvement and minimize repeat tasks and additional costs.
- Oversees preparation of reports, such as statistical and data analysis reports, for all engineering processes.
- Establishes a monthly report of works carried out, machines maintained, special events, consumption of energy and water, etc. to the GM and the Area Chief Engineer.

- Checks on monthly bases all related expenses from the P&L statement, discusses it with the Financial Controller and scrutinizes all maintenance expenses.
- Establishes all necessary facility inspection checklists and technical checklists for the whole property.
- Controls and endorses all invoices for installations, tools spare parts and consumption of material and forwards them for payment to the accounting.

➤ **Repair & Maintenance**

- Ensures all manuals, catalogues, wiring diagrams, guarantee certificates and as-built drawings are requested and maintained accordingly.
- Ensures a yearly preventative maintenance program.
- Takes responsibility for all work executed, by own or external craftsmen, on the building, plants, or technical installations.
- Provides continuous technical support to all colleagues.
- Assists senior management with the planning for investment, project, and replacement budget on a yearly basis.
- Implements all necessary work procedures for preventative maintenance and initiates respective scheduled procedures. Monitors carrying out of work as well as recording the results within appropriate filing system. Accordingly provides the sufficient and reasonable supply of spare parts on time.
- Determines for repair work the priorities and takes care for the quick removing of all breakdowns.
- Does not accept work, which is not executed as per standards. Passes invoices for payment only when the execution of the work is done as preliminarily agreed and to full satisfaction. In case of disputes, involves the General Manager for a decision.
- Carries out regular public areas, accommodation, and venue tours to identify areas with defects and places requiring repair and maintenance. Ensures that immediate action is taken for remedy.
- He/she is responsible for the storing of spare parts. Sets up an engineering store. Registers all incoming and outgoing items.

➤ **Health & safety**

- To always ensure a safe and healthy environment for all guests and employees.
- To always keep the hotel and its contents in excellent condition by setting up a planned preventative maintenance plan and ensuring its full implementation.
- Comply with all Health & Safety Legislation for the tasks in hand.
- To manage all aspects of life systems equipment.
- Maintain highest standards for the maintenance and safe operation of issued tools and equipment.
- To work in conjunction with the Security manager in ensuring that all Safety, health, and environmental issues are addressed timorously.
- Manage and maintain requirements and keep systems in top operating condition.

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- Co-ordination and management of all property maintenance and upgrade requirements as is needed.
- To manage and ensure all maintenance colleagues utilize physical barriers or otherwise guard all hazardous conditions caused during the progress of a job until normal conditions are restored. Replace permanent guards or other safety devices that have been removed from the equipment, before leaving the job.
- To always maintain good housekeeping during progress of work by all maintenance colleagues. At the completion of the job all surplus material shall be removed, and the area worked in returned to a normal, clean and safe state.

➤ ***Employee Relations***

- Fosters and develops effective employee relations within the maintenance/engineering department and with all colleagues throughout the hotel.
- Screens, interviews, and recommends potential colleagues in line with the FRHI policies and procedures and assists in the selection process of all staff.
- Actively involved in assessing training needs and develops departmental training plans and succession plans. Initiates, executes and/or monitors training of his/her colleagues for engineering matters.
- Conducts annual appraisals for his assistant & technical staff and produces a development and training plan for the staff.
- Identifies employees with potential for promotion and/or transfer and makes appropriate development plans for him or her together with the Human Resources Department
- Assists and co-ordinates together with the Security manager proper Fire & Safety training for all colleagues of the hotel.

➤ ***Customer Service***

- Strives to keep all business units and related entities in the best condition for customer service, ensuring that preventive maintenance is taking place and recommends projects for improvement to the General Manager
- To resolve immediately guest concerns, as well as the underlying causes to increase guest satisfaction.
- To assure consistent, high-quality fabrics, furnishes and equipment which satisfy customer expectations for comfort and functionality.

➤ ***General***

- Works in harmony with his/her own staff and with all Department Heads.
- Other duties as assigned.

➤ ***Provide a safe and secure hotel for Guests and Employees:***

- Follow all department policies, procedures, and service standards.
- Supports Security manager in maintaining a working relationship with the local fire, police, and government agencies and participates in relevant local forums for hotel and tourism safety and security.

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- Ensures that safety and security training is carried out and coordinated by security manager for all employees and is aware of the Accor International programs available for safety training, fire drills and crisis management training.
- Processes all written reports involving security related incidents and guest or employee accidents and ensures these are logged in the 3T monitor system by the General Manager.
- Ensures that written Risk Management manuals and procedures are in place in the hotel and available for all departments and employees as necessary.
- Ensures that routines and procedures are in place to keep all hotel entrances and exits are locked and unlocked per hotel policy.
- Maintains hotel key management procedures and ensures that all keys are accountable and only authorized persons have access to keys.
- Ensures that routines and procedures are in place to securely close the different outlets at end of opening time.
- Ensures that all meeting rooms and exhibit rooms are secured to keep unauthorized individuals out of the area and prevent theft.
- Completes worker's compensation claims that occur on duty by investigating to determine how the accident occurred and what could have been done to prevent it.
- Ensures that all potential and real hazards are communicated and taken care of immediately.
- Applies hotel regulations, adhering to existing laws and regulations for safety, security, and prevention.
- Anticipates possible and probable hazards and conditions and corrects them or takes action to prevent them from happening.

➤ **Miscellaneous**

- Attends meetings and training required by the General Manager
- Participate in the Duty Manager Program
- Perform tasks of a reasonable nature as and when requested by Management.
- Continuously seeks to endeavor and improve own knowledge of the job function:
 - ✓ Knows the following procedures by heart:
 - Hotel fire, bomb, and emergency procedures
 - Hotel health and safety policies and procedures.
 - ✓ Knows:
 - Hotel facilities and nearby sights of interest and importance (i.e., hospitals, stations, tourist sights)
 - Hotel standards of operation and departmental procedures
 - Current licensing relating to hotel
 - Accepted methods of payment by the hotel
 - Short- and long-term hotel as well as corporate marketing and promotional programs
 - Corporate clients and clients generating high business volume
 - Union agreements

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