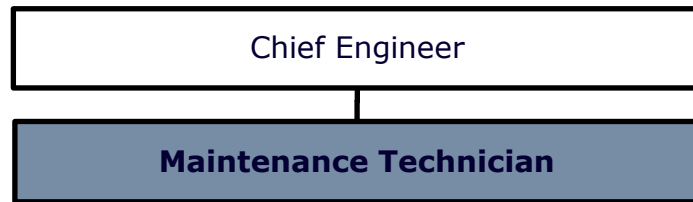


Job Purpose

This position is responsible for assisting the Chief Engineer to maintain the building, plant, equipment, fixtures and fittings and protecting the asset to ensure it remains a functional, pleasant and safe environment for all guests, visitors and other employees.

Reporting Lines



Key Interactions

Internally

- Housekeeping
- Kitchen
- Food & Beverage
- Administration
- Front Office

Externally

- Contractors

Primary Responsibilities

Duties

- Assist the Chief Engineer in the daily maintenance requirements of the hotel.
- Complete daily plant rounds and note for repair any equipment that may appear or sound faulty.
- Carry out maintenance on mechanical equipment and water reticulation to ensure acceptable availability and reliability.
- Ensure all equipment is maintained, used and stored correctly.
- Carry out maintenance requirements and follow up as scheduled by the Hotels' Property Management System (PMS).
- Assist in keeping up to date records on the repair and maintenance of plant and equipment.
- On completion of daily rounds sign off any relevant section of maintenance manuals.

- Liaise with supervisor / manager / contractor regarding all work in guest rooms and public areas to ensure out of order areas of the hotel are brought back into use as soon as possible.
- Complete all tasks where possible within the required time frame once the request is received.
- Report back on the completion, or delay of any task that is guest related.
- Record all maintenance tasks performed complete and incomplete including any necessary reports in reference to repairs and preventative schedules.
- Perform tasks relevant to experience, and any other tasks as required/assigned by Management and Supervisors.
- To perform duties on a shift roster basis as required.

Talent and Culture

- Openly communicate with team members during regular briefings ensuring all relevant information is passed on.
- Complete all mandatory training through Accor Academy 'Learn Your Way'.

Financial Performance

- Consider the financial impact on Accor for all activities and commitments.

Accor Representation

- Act as an Accor ambassador, aiming to enhance the company's image and market reputation, internally and externally
- Represent Accor to key suppliers and partners
- Take every opportunity to be an Accor advocate by actively promoting special offers, services and facilities available within Accor.

Guest Relations and Heartist

- Provide efficient, friendly and professional service to all guests.
- Lead by example when attending to guest requests. Show efficiency in constantly striving to provide total customer satisfaction.
- Implement the Accor values and Heartist Principles to offer the best service to our customers'.
- Take initiative to ensure that interactions with our guests (internal or external) are positive, productive, professional and in keeping with the principles of Heartist.
- Support and value the contributions of all team members, creating trust and empowering our people.
- Treat guests and team members from all cultural groups with respect, sensitivity and transparency.

Workplace Health and Safety (WHS)

- Notify your Manager of any reason you may not be capable of performing your tasks safely.
- Participate and contribute to the risk assessment process when requested by your Supervisor/Manager.
- Work cohesively in conjunction with the hotel's rehabilitation program, as required.

- Contribute to building and maintaining a culture that values effective and proactive WHS management.
- Demonstrate personal commitment to maintaining a safe workplace at all times, including your own behaviours and practices.
- Abide by the Accor WHS policy and related policies and procedures and fulfil any legislated requirements.
- Participate in consultation regarding matters pertaining to your health and safety and that of your colleagues.
- Report any health or safety hazards or incidents, faults, repairs, cleaning needs and accidents to your manager and record on the appropriate form immediately following accident. Participate in any required actions following the incident.
- Participate in any training or education to assist you in performing your tasks safely, and always follow any reasonable instruction or procedure relating to health and safety.
- Use safe manual handling techniques, practice safe work habits following Accor health, safety and environment policies, wear protective clothing provided where necessary and take a consultative role in assisting and maintaining a clean, tidy work area and a healthy and safe working environment.
- Ensure all equipment is kept in good working order and used only for the purpose for which it was intended. Report all broken or damaged departmental equipment to your manager.
- Ensure the correct storage of all materials and use of equipment per operating standards and manufacturer's specifications.
- Be fully conversant with departmental fire and evacuation procedures.

Environment

- Support Accor's commitment to ESG (Environmental, Social & Governance) initiatives

Other

- Take responsibility to ensure all required tasks are completed accurately and within given time frames
- Participate in scheduled training and development programs provided by Accor
- Abide by the Accor policies in relations to equal employment opportunity and harassment in the workplace
- Create a culture of inclusion and diversity allowing all team members to Feel Welcome and Feel Valued
- Abide by all Accor policies with special note of Accor primary policies and the Competition and Consumer Act Policy
- Attend and contribute to team and departmental meetings
- In line with the Accor Talent & Culture strategy, undertake and complete additional projects as required
- Ensure Hotel, Customer and Employee information or transactions are kept confidential during or after employment with the company
- Follow Company procedures with respect to grooming, performance and conduct standards, workplace health and safety, emergency procedures and all other

property policies and procedures as detailed in the team member handbook, department procedure manuals and company policy manuals.

- Log and inform your Manager of any system problems and suggest any improvements that could be made to improve existing systems and procedures.
- Any other reasonable tasks requested by your manager.

Main Complexity/Critical issues in the Job

- Ensuring out of order areas of the hotel are brought back into use as soon as possible.
- Climbing ladders to reach raised areas and potentially working from scaffolding.
- Operation of various types of equipment and electrical hand tools.
- The physical aspects of the role which include but are not limited to; occasional lifting and carrying, kneeling, pushing, pulling, ascending or descending ladders and stairs.
- Ensuring all work is completed in compliance with the EPA, PPE standards and WHS rules and regulations.
- Ensuring safe manual handling techniques and safe work habits are practiced.

Profile

Knowledge and Experience

- Demonstrated experience in general building maintenance, engineering and/or construction.
- Qualifications in a Trade is preferred.
- Previous experience working in hotel / resort / hospitality settings is preferred.
- Experienced in operating a variety of equipment, including small hand tools.
- Excellent levels of written and spoken English.

Competencies

- Ability to work well with minimal supervision.
- Ability to prioritise tasks and follow specified procedures.
- Service oriented with an eye for detail.
- Multicultural awareness and able to work with people from diverse cultures.
- Ability to work independently and demonstrated initiative in a dynamic environment.
- Self-motivated and energetic.
- Strong focus and passion for hotel operations.
- Confident and articulate communication with good relationship building and networking skills.
- Time management skills with the ability to multitask.
- Strong personal integrity.
- Good interpersonal skills with ability to communicate with all levels of team members.
- Flexible and able to embrace and respond effectively to change.
- Role model in Accor values and Heartist culture.

By signing this document, the team member confirms his or her knowledge of the content. This job description is not exhaustive and will evolve as Accor's organizational needs change.

Accor reserves the right to amend this job description at any time.

I _____ have read and understood the above duties and responsibilities and accept the job description in the entire contents and agree to perform the duties as set out to the performance standards required.

Team Member name:

Signature:

Date: