

# THE WESTIN

RESORT & SPA  
WHISTLER

## POSITION DESCRIPTION

**POSITION TITLE:** General Maintenance  
**REPORTS TO:** Director of Engineering  
**SUPERVISES:** n/a  
**UPDATED:** April 2012

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### OVERVIEW:

The General Maintenance associate is responsible to maintain and repair the exterior and interior facilities including electrical, refrigeration, plumbing, heating, cooling, kitchen, structural, parking areas, spa, and perform other maintenance work necessary to maintain the property in an optimum and efficient condition. They perform tasks and preventive maintenance activities as directed by the Engineering Assistant or Director of Engineering and will ensure the safety and comfort of the guests and associates.

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### MAJOR DUTIES & RESPONSIBILITIES:

- Advise immediate supervisor of conditions which might affect the operation of the facility
- Become thoroughly familiar with hotel's emergency procedures and perform assigned duties per hotel and departmental procedures
- Make all necessary repairs to maintain the hotel's operations
- Become thoroughly familiar with all phases of operation and maintenance repair of all guest room, public spaces and heart of house area.
- Perform all repairs, maintenance and replacement of parts for preventive maintenance and accurately and neatly record all pertinent data
- Complete daily maintenance report
- Minor construction repairs

### MAJOR DUTIES & RESPONSIBILITIES CONT'D...

- Install new equipment and systems as directed
  - Maintain tools and maintenance equipment properly
  - Maintain Pool & Spa
  - Respond to guest complaints promptly and efficiently to avoid inconvenience or discomfort
  - Assume responsibility for training lesser trained personnel in the operation and maintenance
  - Ensure that all established rules, regulations, policies, and procedures are strictly adhered to
  - Comply with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC
  - Report any unsafe conditions, practices or injuries to their supervisor as soon as possible
  - Set a good safety example
  - All other duties as assigned
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### **SKILLS AND EXPERIENCE:**

- Ability to demonstrate initiative, ownership of challenges and have an good understanding of how a maintenance department works
  - Hands-on field experience in minor electrical, painting and plumbing within a commercial or industrial environment, preferably within a hotel, hospital, or other multi-facility location
  - Must be able to operate basic power tools and other hand tools
  - Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
  - Ability to work a flexible work schedule including days, evenings, weekends, and holidays (and overnight shift occasionally)
  - Basic computer knowledge
  - Strong attention to detail
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### **GENERAL REQUIREMENTS:**

- Must be able to work in extreme temperatures such as freezers (-10F) or kitchens (+110F), possibly for one hour or more
- Must be able to stand and exert well-paced mobility for up to 8 hours in length
- Must be able to exert well-paced ability in limited space and to reach other locations of the hotel on a timely basis
- Must be able to bend, stoop, squat and stretch to fulfill cleaning and repair/maintenance tasks
- Must be able to frequently lift 50lbs
  - Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity
  - Must be knowledgeable about common hazards: includes a variety of physical conditions, such as proximity to moving mechanical parts,

electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemical

- Must be able to operation machinery as required; Works with lathes, drill presses, power saws, etc.
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