

# REFINERY

— Hotel —

## LEAD ENGINEERING MANAGER

## JOB DESCRIPTION

**DEPARTMENT:** Engineering  
**REPORTS TO:** Director of Engineering  
**STATUS:** Exempt

## JOB SUMMARY

The Lead Engineering Manager will ensure the efficient and economic operation of the hotel maintenance department. This includes preventive maintenance of all guest rooms along with direct communication and support of the housekeeping department. The manager will coordinate special requests of all operating departments with the building management.

The position will require the manager to ensure the up keep of guest areas to maintain an attractive hotel and manage all rehabilitation, expansion and special projects for the hotel.

## QUALIFICATION STANDARDS

### Education & Experience:

- Minimum of 3-4 years of hotel maintenance management or related experience is required. Luxury/Lifestyle hotel experience preferred.
- Must have Refrigeration and FSD license
- Excellent knowledge of electrical systems, components, and devices, H.V.A.C. systems, boilers, mechanical systems, and the maintenance and repair of all.
- Excellent knowledge of public construction and building systems; all related permits, licensing, new and existing codes pertaining to public building and fire safety.
- Carpentry experience preferred.

### Physical requirements:

- Long hours sometimes required.
- Ability to work varied shifts and/or weekends
- Sedentary work – Exerting up to 10 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

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## General Requirements:

- Maintain a warm and friendly demeanor at all times.
- Must be able to effectively communicate both verbally and written, with all level of employees and guests in an attentive, friendly, courteous and service oriented manner.
- Must be effective at listening to, understanding, and clarifying concerns raised by employees and guests.
- Must be able to multitask and prioritize departmental functions to meet deadlines.
- Approach all encounters with guests and employees in an attentive, friendly, courteous and service-oriented manner.
- Attend all hotel required meetings and trainings.
- Participate in M.O.D. coverage as required.
- Maintain regular attendance in compliance with Refinery Hotel Standards, as required by scheduling, which will vary according to the needs of the hotel.
- Maintain high standards of personal appearance and grooming, which include wearing nametags.
- Comply with Refinery Hotel Standards and regulations to encourage safe and efficient hotel operations.
- Maximize efforts towards productivity, identify problem areas and assist in implementing solutions.
- Must be effective in handling problems, including anticipating, preventing, identifying and solving problems as necessary.
- Must be able to understand and evaluate complex information, data, etc. from various sources to meet appropriate objectives.
- Must be able to maintain confidentiality of information.
- Perform other duties as requested by management.
- Conducts walkthroughs and visually assess the safe and efficient maintenance and operation of the physical structure(s) of the hotel, all mechanical, electrical, H.V.A.C. systems and any other related equipment.
- Assigns and verifies completion of all routine maintenance on public spaces, meeting rooms, outlets, back of the house spaces and grounds. Assigns and verifies completion of all repairs, replacement, and renovations projects to offices, and employee work areas.
- Supervises and manages the Engineering staff.
- Serves as a consultant and liaison to the Director of Engineering regarding any special Hotel projects, including any minor or major renovation projects; Informs the Director of Engineering and hotel department heads, on a regular basis, regarding the specific and overall condition of the building structure(s), related systems and equipment offering prudent, and cost effective proposals for maintaining same. Accesses and inputs information into computer system and generates reports.

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- Maintains a well-defined, and organized system within the shop for the inventory, maintenance, and storage of all tools, products, materials, and equipment necessary to execute the required activities of the department.

## Employee Supervision:

- Ensures that all employees report for duty punctually.
- Creates an efficient and professional team of employees.
- Implements a departmental training program ensuring the necessary skills of all employees to perform their duties with maximum efficiency.
- Ensures that all employees are fully familiar with and have a complete understanding of the Hotel's policies are being strictly adhered to.
- Selects and recruits, in conjunction with the HR Office, suitable employees for the operation. Knowledgeable of statutory legislation in employment in industrial relations.
- Trains staff to exceed guest expectations by identifying their individual skills and fine tune them in order to best meet and exceed the needs of our guest.
- Carries out any other reasonable duties and responsibilities as assigned.

***This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.***