



Job Description

Job Title:	Guest Care Technician
Department:	Engineering
Level:	E
Supervision received directly from:	Duty Engineer
Supervision received indirectly from:	Assistant Chief Engineer
Supervision exercised:	

Job Purpose:

The Guest Care Technician will assist with the general maintenance and repair of all equipment and in all areas of the hotel facility under the guidance of the duty engineer. He will be the first respondent to all guest maintenance requests. He will be responsible for the completion of other services or duties as requested by the Assistant Chief Engineer..

Primary Duties and Responsibilities:

1. Ensures all work follows safe work practices and procedures
2. Responds immediately to all work requests which concern Health and Safety
3. Ensures environmentally friendly practices are followed when handling chemicals, lubricants, and finishing products
4. Responds to guest requests promptly in a professional and courteous manner
5. Assists in maintaining the working condition of the building structure; building operations systems, equipment and controls; technical equipment of other departments; maintenance conditions in guest rooms, public spaces, BOH/service areas, function areas, and offices
6. Completes all work orders with due diligence
7. Maintains a daily log book highlighting problems and solutions; and activities
8. Maintains equipment catalog and the various systems' directories
9. Actively participates in the monthly departmental meeting by providing feedback and offering suggestions for improvement
10. Completes tasks as assigned by Assistant Chief Engineer
11. Maintains health and safety documentation and records for the assigned area
12. Reports and documents potential safety hazards
13. Participates as directed in the emergency response team

Qualifications:

Education:

1. Secondary school diploma or equivalent
2. Technical certificate in any building maintenance discipline preferred

Knowledge, skills and abilities:

1. Fluent in English
2. Good physical condition, able to lift heavy loads, able to walk and stand for extended periods of time
3. Able to read and interpret MEP and Architectural drawings
4. Able to make rough estimates on materials and labour for tasks



5. Able to use general tools and equipment required for building repairs and maintenance

Proficiency in the use of computer for:

1. Microsoft Office applications
2. AutoCAD
3. Building Automation and Management Systems

Personal Characteristics:

1. Honest
2. Service oriented
3. Humble
4. Able to work independently
5. Able to be creative, practical and pro-active in problem solving
6. Energetic
7. Flexible

Experience:

1. Progressive experience of at least 2 years as a general maintenance technician
2. Minimum one five star hotel opening in the UAE

Working Conditions:

1. Hotel interior and exterior
2. Front of House/Guest Exposure
3. Plant rooms
4. Control room environment
5. Office environment
6. Workshop environment