



Position: Director of Facilities (Hotel)	Department: Maintenance	Supervisor: General Manager	
Job Titles Supervised: Maintenance Personnel (2 or more FTE's) Some locations may also oversee Van Drivers	Date: June 7, 2018	FLSA: Salaried (Exempt)	Benefits: Management/HO FT

Overview:

The Director of Facilities primary duty is to oversee the safe and efficient operation of the hotel property assets ensuring that all areas of the property are well maintained to maximize guest satisfaction and ownership investment returns. This position will customarily and regularly direct the work of two or more full time employees (or Full Time equivalents.)

This employee must display effective listening and communication skills, initiative, ability to work independently and in teams, and lead by example. He/she must be able to exercise good judgment and discretion, display effective problem solving skills, and provide excellent customer service. Additionally, he/she must have the ability to multi-task, maintain composure under pressure, and display a high level of professionalism, integrity, and follow through.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- **Working Safely** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive "can do" attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly "hello." Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Perform additional duties as assigned



Job Duties and Responsibilities:

- Maintain thorough knowledge of facility building systems, including: fire alarm, electrical, mechanical and plumbing systems along with their proper maintenance. This may include areas beyond the hotel/restaurant footprint and include adjacent retail, commercial, academic and/or office spaces.
- Identification and resolution of facility related issues.
- Schedule, assign, and perform preventive maintenance & repairs.
- Locate and correct facility heating, ventilation, and air conditioning malfunctions.
- Identify, communicate and follow-up on maintenance issues; utilize Olympia specified system to assist with work flow and follow up
- Ensure Olympia specified asset management software is maintained for all major facility systems.
- Ensure property compliance with local / state code regulations to maintain annual health and safety licenses.
- Maintain landscaping and building interior & exterior to brand and Home Office standards, i.e., planting, weeding, edging, pruning and mowing, daily parking lot cleaning and sweeping at all entrances (including snow & ice removal during winter). This may include areas beyond the hotel/restaurant and include areas that support adjacent retail, commercial, academic and/or office spaces.
- Work with General Manager to develop annual capital improvement plan for the facility.
- Verify and communicate daily to Front Desk about each room in DNR Status. Work to limit the quantity and duration of rooms on DNR status.
- Develop and manage sound vendor relations to support maintenance/ facilities; Ability to identify what can be accomplished in house over use of vendors and similar.
- General repair of plumbing, PTAC units, room furniture, bathroom fixtures and tile, painting, wall vinyl, electronic locks, television, and carpentry
- On a yearly basis, coordinate with the Home Office on additions and deletions to the preventive maintenance program ensuring continuous improvement.
- Ensure that all product pricing has been shopped to at least 3 vendors.
- Formalize and maintain SOPs; create and execute training program for all Maintenance positions.
- Complete daily forms as needed, i.e. status changes, performance log, accident reports, housekeeping logs with times, averages, etc.
- Follow labels and MSDS instructions for proper techniques when mixing chemicals, disinfectants and solutions used in the work areas.
- Operate hotel equipment in a safe and efficient manner
- Wear protective gear such as gloves, goggles, kneepads to work safely and prevent injury
- For hotels with pools:
 - Maintain a current Aquatic Certification and possess an in-depth knowledge of pool maintenance and troubleshooting
 - Clean pool deck and pool every morning and again as needed in periods of high usage
 - Daily check and documentation of pool chemicals to maintain correct levels, and adjust as necessary

Manager Responsibilities & Expectations:

- Support the hotel in achieving high performance levels in service and profitability
- Hold self and others accountable for achieving results
- Support a culture that promotes high employee morale and performance
- Provide strong leadership, motivate staff to reflect a high level of enthusiasm and guest satisfaction
- Respond to guest/employee concerns or complaints in a timely and courteous manner; (ability to effectively problem solve)
- Effectively coach, motivate, lead and resolve employee concerns by timely communicating on-going positive and constructive feedback
- Keep timely & accurate documentation via performance log, attendance record, and corrective action form. (***Must partner with GM/HR on all terminations***)
- Schedule staffing and assignment of daily duties to meet hotel needs while effectively controlling payroll
- Interview, select, train, and orient employees per OHM's process and procedures
- Set and adjust the rates of pay and status for direct reports (i.e. Full Time, Part Time, etc.)
- Ensure that payroll standards are being met (Verify compliance with PTO and Holiday pay policy)
- Review daily Time & Attendance punches in payroll and maintain Attendance Spreadsheet (log), accurately reflecting reasons for occurrences
- Review and maintain timely and accurate "status" of employees for benefit plans, i.e. Full Time, Part Time and Terminations



- Train team how to punch in, out and transfer departments (holds employees accountable)
- Promote the company Safety Policies and Procedures; participate in Safety Committee meetings; take appropriate action to remedy safety concerns
- Aggressively manage workers' compensation claims (partners with GM/HR as needed)
- Use meetings, memos or bulletins to keep staff informed of hotel events, policies, etc.
- Attend and participate in Department Manager meetings to foster open lines of communication
- Participate in the annual budgeting process and effectively manage department expenses in line with the budget
- Assume managerial responsibilities for the hotel in the absence of the GM (Must be knowledgeable of emergency procedures)

Skills Required:

Core Skills:

- ✓ **Leadership** – ability to effectively motivate, mentor, coach & counsel others to perform well (including appropriate documentation)
- ✓ **Customer Service** – deliver hospitable service that is attentive, friendly, efficient and courteous; demonstrate patience, tact and diplomacy
- ✓ **People Skills** – ability to collaborate, create rapport, and work effectively with others
- ✓ **Communication Skills** – ability to effectively listen & communicate professionally, both verbally and in writing
- ✓ **Problem-Solving & Analytical Skills** – ability to identify the issue, collect and analyze information to understand the problem and effectively resolve. Identify, recommend, and implement best practices
- ✓ **Judgment & Discretion** – appropriately handle confidential and sensitive information
- ✓ **Organizational & Time Management Skills** – ability to appropriately schedule time to meet job demands, multi-task, prioritize, follow through, and work efficiently with limited supervision
- ✓ **Aptitude & Adaptability** – ability to learn quickly and adapt to changing priorities and business needs
- ✓ **Composure** – ability to maintain composure and work under pressure, managing stress to meet business demands. (Calmly handle all customer and employee interactions & issues)
- ✓ **Attention to Detail** – ability to follow instructions and achieve thoroughness and accuracy when accomplishing tasks
- ✓ **Computer skills/ Technical Aptitude** – proficiency in computer technology, i.e. e-mail, MS Word, Excel, & other hotel related systems. Utilize technology to enhance organizational efficiency
- ✓ **Training** – ability to share knowledge and act as a resource in teaching others to perform tasks efficiently and safely

Technical Skills:

- ✓ Possess knowledge of appropriate and safe selection and use of cleaning equipment and chemicals for variety of purposes
- ✓ Mechanical, and/or functional knowledge of guest room features such as: Showers, HVAC units, thermostats, fireplace (where applicable) etc.
- ✓ Skilled in performing carpentry, plumbing, painting, electrical, and HVAC maintenance and repair
- ✓ Demonstrated knowledge of building systems including: fire alarm, sprinkler systems, electrical, mechanical, and plumbing systems along with their proper maintenance

Experience:

Minimum 4 years' of supervisory experience in building maintenance or equivalent combination of experience in the trade

Performance Measurement:

90 Day performance review, on-going feedback from supervisor, attendance, productivity, feedback from others

Physical Demands:

This position is physically demanding and requires extended periods of walking, standing, bending, kneeling, climbing ladders and lifting up to 65 pounds. Requires flexible working hours including nights and weekends; extended workdays may be required to accomplish tasks and meet workload demands during peak periods. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager

Date

Employee Signature

Date