



Hotel Maintenance Supervisor

Position Summary:

The Maintenance Supervisor is responsible for overseeing the overall operation of the maintenance department and the appearance and working order of the hotel. The Maintenance Supervisor must be able to work independently, as well as, with others. Responsibilities include: maintaining the interior & exterior of the building, parking lots, and common areas, maintaining all equipment in guest rooms, conducting monthly safety inspections and training the staff on safety procedures, and working with vendors. The Maintenance Supervisor must be willing to respond to emergencies, even if after hours, and work on special projects or capital expenditure needs. This position requires overall maintenance knowledge and trouble shooting ability with skills in IT, low voltage, painting, HVAC, carpentry, plumbing, light equipment, and tool usage. Computer proficiency is a must.

Responsibilities:

- *Provide the guest with an unforgettable world class experience.
- *Provide personal services of the highest level that may include, but not limited to, directions to area attractions, valeting of vehicles, assisting with luggage, etc.
- *Ensure the entire property and offsite properties are clean, inspected and in top working condition according to “the Ivy” standards.
- *Assist as required in solving complex maintenance problems that may arise.
- *Direct the implementation of maintenance plans with consideration to operational and budgetary constraints including but not limited to preventative maintenance schedules.
- *Schedule and perform routine/preventive/emergency maintenance and troubleshooting of equipment
- *Work with other department managers to schedule and co-ordinate inspections and repairs
- *Attend and participate in weekly/monthly department head meetings
- *Develop, implement, and monitor all maintenance policies and procedures, inspections and schedules, and maintain logs and reports
- *Must follow and comply with all company policies as outlined in the employee handbook at all times
- *Must be visible, available to work all shifts, and able to respond to emergency’s at any time.
- *Assessing and reporting safety hazards associated with maintenance of equipment and property(s).
- *Complete proper incident reports
- *Report and record maintenance problems in timely manner
- *Inform front desk of room status via the property management system
- *Ensure compliance with properties and OSHA safety standards
- *Ensure proper procedures are followed when using maintenance equipment

Specific Job Skills

- *Must demonstrate a positive attitude and professional demeanor, serving as an ambassador for The Ivy, and encouraging other employees to do the same.
- *Must know the Baltimore area well and be able to operate hotel car when needed.
- *Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- *Ability to perform basic math skills such as addition, subtraction, multiplication and division.
- *Requires basic knowledge of typical commercial property systems including electrical, mechanical, and HVAC systems.
- *Requires Computer proficiency with a basic understanding of how devices communicate over a network.
- *Proficiency with power tools of all sorts and demonstration of good judgment in their safe handling
- *Ability to perform basic plumbing repairs
- *Requires strong communication, organizational, decision-making and interpersonal skills.
- *Ability to be detail-oriented while maintaining thorough follow-through.
- *Ability to multi-task and to work well under pressure.
- *Requires professional demeanor with ability to use independent judgment to handle any guest services matters and needs
- *Proficiency with electronic resources such as Internet search, email and property management system.
- *Ability to stand, walk, sit, talk, and use phone. Ability to lift up to 50 pounds. Requires the use of close and distance vision.
- *Contacts sometimes contain confidential/sensitive information; position requires the ability to use the utmost discretion.

Requirements:

- Must have Valid MD drivers with clean driving record
- Must be computer proficient
- Knowledge of daily resort operations, budgetary constraints & problem resolution
- Ability to interact with a wide range of people
- Strong written and verbal communication skills, as well as organizational and supervisory skills

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The Ivy Hotel is an EOE.