



Standard Operating Policy for Hotel Engineering Departments

Policy Subject

Job Description, Chief Engineer

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TS – 001-101

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ACCOUNTABLE TO

General Manager

POSITION SUMMARY

Responsible for of physical plant facilities, which includes operation, maintenance and repair of all heating, ventilation, refrigeration, mechanical equipment, and grounds of the hotel. Develop, coordinate, and monitor a Rooms Maintenance Program to ensure the safety and comfort of guests and staff. Additional responsibilities include training and supervising the Departmental staff.

MAJOR DUTIES AND RESPONSIBILITIES

- Implement a preventive maintenance program of all building equipment and guestrooms.
- Training of the Maintenance staff on executing the preventive maintenance program.
- Maintain inventory of all parts, and supplies.
- Order all parts, supplies, tools, and equipment related to Engineering, through direct contact with sales representatives and in conjunction with Purchasing.
- Follow up on projects and assignments given by the General Manager.
- Ensure the proper operation, maintenance, and repair of all:
 - a) Heater, pumps, valves, and lines used in the distribution of steam and heated or processed water.
 - b) Refrigerant compressors, condensers, evaporators, traps, transfer pumps, expansion valves, and stop valves as well as all refrigerant lines and devices used to control temperatures.
 - c) Air compressors along distribution lines and all valves and devices for air control.
 - d) Natural and manufactured gas and distribution lines, including all valves and control devices.
 - e) Water filters, softeners, piping and pumps used in conjunction with water distribution, including all sinks and water closets, as well as supply lines and water lines.



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- f) All types of motors or engines used to power pumps, compressors and fans.
- g) All types of locks, keys and locksmith related duties.
- h) All electrical work and repairs.
- Coordinate the maintenance, repair, and installation of carpentry work.
- Assure the implementation and follow-up of Companies Standard Operating Procedures.
- Develop, recommend and direct the operation, policies, and procedures, plans, and programs of the department.
- Conduct a formal training program on the required job functions and criteria expected, and a department orientation with new employees. Conduct monthly departmental meetings.
- Administer required employee reference guide practices such as performance and aptitude reviews. Interview Engineering applicants.
- Oversees weekly work schedules in accordance with staffing guidelines and labor forecasts.
- Assign duties and work responsibilities to staff members to insure that work schedules are adjusted accordingly to meet weekly business demands.
- Coordinate breaks for staff.
- Inspect grooming and attire of staff, and rectify any deficiencies.
- Authorize requests for vacation/sick leave, holidays, leaves of absence schedule changes, and overtime.
- (Pre-)approve bills and invoices, statements and work orders.
- Enforce safety regulations, and investigate any accidents.
- Maintain all mechanical equipment critical to the operation of the building.
- Perform other job-related duties as assigned by Management.

MANAGERIAL SKILL REQUIREMENTS

- Actively support the selection, development, training, mentoring, and empowerment of Maintenance personnel.
- Be a team player, and lead by example.
- Provide constructive and consistent coaching, counseling, and direction to Maintenance personnel.
- Manage time well, correctly prioritize tasks, and be accountable. Keep deadlines.
- Manage the quality process in areas of internal customer service and associated guest satisfaction.
- Demonstrate self-confidence, energy and enthusiasm through actions.
- Present ideas, expectations, and information in a concise, well organized way.



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- Use effective listening skills as a basis for clear communication.
- Provide appropriate recognition to motivate project personnel producing win/win results.
- Manage group or interpersonal conflict situations effectively.
- Understand how to manage in a culturally diverse work environment.
- Use problem-solving methodology for decision-making and follow up.
- Able to negotiate and create win-win situations with our internal customers.

TECHNICAL SKILL REQUIREMENTS

- Adequate command of the English language to perform duties of position,
- Adequate knowledge to maintain and troubleshoot general ventilation equipment.
- Adequate knowledge to maintain, troubleshoots, and operates central air conditioning systems, as well as window/thru wall air conditioners.
- Adequate knowledge to maintain and troubleshoot appliance and equipment including but not limited to; refrigerators, dishwashers, electric/gas ranges, toasters, and vacuum cleaners.
- Working knowledge of plumbing, electrical, mechanical codes, national and local fire codes.
- Adequate knowledge to maintain OSHA requirement logbook and records.
- Adequate knowledge to maintain and troubleshoot boilers, heating systems, hot water systems, and associated equipment.
- Adequate knowledge to maintain and troubleshoot electrical motors, controls, and systems.
- Adequate knowledge to maintain and troubleshoot general plumbing systems.
- Adequate knowledge to maintain and troubleshoot electronic and mechanical lock systems.
- Adequate knowledge to maintain and operate an emergency generator.
- Adequate knowledge to maintain and operate high-rise combination standpipe/sprinkler/fire pump installation and equipment.
- Knowledge of blueprint reading, plumbing and wiring schematics.
- Ability to accurately compute mathematical calculations.
- Ability to prepare budgets and ensure cost controls.
- Computer literate: Microsoft Word, Excel, and scheduling programs.
- Licenses/permits needed:
 - a) Oil #6 Air Pollution
 - b) Oil#6 Low Pressure Boiler Operation
 - c) C.F.C. Refrigerant permit

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d) Minimum of three Fire Related Certificates and Fire Safety director Certificate.

EXPERIENCE / EDUCATION

- Team player with a high level of energy and motivation. Results oriented with an emphasis on both individual and team accountability. Have the ability to manage a diverse work force. 10 year Experience in Hotel Engineering Operations. Should possess certifications such as C.E.O.E / C.P.E. or equivalent and at least an associate degree in a technical field.