



## Maintenance Job Description

---

### **Title**

Maintenance

### **Reports To**

Maintenance Manager

### **Job Summary**

As a member of the maintenance team under the direction of the Maintenance Manager, you will primarily be responsible for ensuring that all directed maintenance duties are completed as directed by the Maintenance Manager. This position will greet guests with a smile and answer their questions as required. This scope of work for this position is to maintain the Resort buildings, property parking areas, kitchens, guest rooms and common areas of the resort. You must possess strong communication skills, and be willing to learn and work as a team or independent.

### **Competencies**

- Client/Customer Focus - Provides superior service to both internal and external customers.
- Communication - Expresses and transmits information with consistency and clarity.
- Organization - Able to organize your scheduled days and perform your duties in a effective and efficient manner.
- Problem Solving – you are eager to solve problems that may arise, you are solution orientated.
- Teamwork - Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment.
- You can operate tools including gas and electric powered tools. You can work indoors and outdoors.
- You are familiar with light carpentry, small repairs to guest rooms, small appliances and can troubleshoot kitchen equipment.

### **Job Duties**

- Guest room painting, and exterior painting
- Following preventative maintenance programs that are set in place.
- Guest room key cards including reprogramming doors, replacing and maintaining hardware.
- Some cleaning duties may include window washing, patio cleaning, some pressure washing, hot tub maintenance and other related duties.
- Assisting with light plumbing duties and light electrical duties
- Troubleshooting equipment and equipment preventative maintenance
- Some driving may be required for business use.
- Some ground keeping.
- Greet guests with a smile and answer their questions as required.
- Assist in order pickups in Tofino.



- Ensure outstanding customer service is provided to all guests throughout their stay with the hotel.
- Always maintain the work area in a clean and professional manner, ensuring proper tools and equipment are available when needed.
- Maintain an ongoing knowledge of room locations, types of rooms and all services of the resort.
- Proactively attend to guest complaints in a professional manner.
- Protect the health and safety of others by adopting safe work practices and reporting unsafe conditions immediately.
- Oversee the safety and security of the Resort and guests throughout the day.
- Maintain the cleanliness and appearance of the hotel common areas and guest room exteriors.
- Perform regular property inspections of the Resort including common areas, building exterior, and landscape.
- Strive to advance your knowledge, skills, and abilities and consistently share these with others.

### **Job Requirements**

- High school diploma, GED, or equivalent
- Two years of related experience
- Ability to effectively communicate both verbally and in writing.
- Ability to work individually as well as part of a team.
- Demonstrated time management skills.

### **Work Conditions**

- Flexible hours including nights, weekends, and holidays.
- Interaction with customers/guests, and the public at large
- Occasional overtime
- 40Hrs per week
- \$22.00 per hour starting wage.

Qualified applicants should contact  
Best Western Tin Wis Resort at: [careers@tinwis.ca](mailto:careers@tinwis.ca) or apply in person.