



General Resort & Building Maintenance Worker

Purpose of the Job

Under the supervision of the General Manager & Operations Manager, this position provides a wide variety of functions and services within the organization. The incumbent is responsible for the maintenance, upkeep, and repairs to various buildings and their related facilities. These responsibilities include - but are not limited to - plumbing, heating and mechanical, carpentry, and repairs to cooking and related equipment. These tasks are to be completed in conjunction with the facility operators and management. As an ambassador for the Resort, is responsible for representing our Vision by providing a fun, friendly place for our employees and skiers & snowboarders to create lasting memories.

Main Functions & Responsibilities

Responsibilities

- ❑ During operating season do a complete daily inspection of Chalets and Annex Buildings
- ❑ Ensure high quality and prompt support service to the operating departments.
- ❑ Contribute to the long-term reliability of the buildings, equipment, and facilities. Maintenance, repairs, and improvements to the existing facilities achieve this. Projects, such as new construction and major renovations also fall under the scope of this position.
- ❑ Ensure that fire extinguishers, alarms and emergency lighting are maintained and in working order at all times. Inspect monthly and tags upgraded at inspection.
- ❑ Promote effective communication between the maintenance department and operating departments.
- ❑ Participate in the procurement of parts and supplies necessary to complete projects.
- ❑ Maintain building maintenance logs for record keeping and health and safety purposes.
- ❑ Complete weekly, monthly water sampling and monitor chlorination equipment per Public Health Specifications.

Performance Standards

- ❑ Responsible for cleanliness of your work area.
- ❑ Read, understand and comply with all Resort policies and procedures.
- ❑ Other duties as assigned

Job Requirements

Core Values

FUN

Keep a smile on your face. Show enthusiasm about working and being here. Communicate in an entertaining way with customers that are waiting. On your day off experience our product by skiing/boarding at Mount St. Louis Moonstone Ski Resort. Laugh a lot, but don't make jokes at someone else's expense.

FRIENDLY

Keep a smile on your face. Be courteous and polite to everyone – say please and thank you to customers and fellow employees. Communicate with customers and fellow employees in a positive manner. Be outgoing – keep your head up and make eye contact with everyone that you greet.

PASSION FOR PLEASING PEOPLE

Be open-minded and willing to step in and assist in situations. Be responsive to customer and fellow employees' needs. Ensure that every interaction with customers goes beyond their expectations.

CONSCIENTIOUSNESS

Wear your uniform proudly and properly – according to standard. Consistently be on time. Complete all tasks within the designated time frame. Meet expectations 100% of the time and beyond. Keep your own work area and other areas within Mount St. Louis Moonstone neat and tidy at all times.

TEAMWORK

Lend a hand without being asked to fellow employees and customers. Work together to ensure the customer has the best possible experience. Communicate with employees in your work group and in other departments on an ongoing basis. Learn about and understand other employees' tasks within your work group and other departments.

SAFE EXPERIENCE

Adhere to Health and Safety policy and procedures. Minimize the risks that you take. Understand the consequences and outcomes of your actions. Communicate with fellow employees and customers about their unsafe behaviour. Report any unsafe conditions, hazards or actions to your supervisor.

Qualifications

- Working knowledge of building trades
- Familiar with health and safety codes
- Possess effective communication skills
- WHMIS Training
- Self motivated individual who is an enthusiastic team player and able to work cooperatively with a number of departments

Employee Signature

Date

Andre Huter

Andre Huter, Director of Operations

Revised Oct 2007