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**POSITION DESCRIPTION**

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**JOB TITLE:** Maintenance Crew Supervisor

**DEPARTMENT:** Hotel Maintenance

**REPORTS TO:** Director of Engineer

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**ESSENTIAL PURPOSE:** To assist the Director of Engineering in the administration of daily operations for the the Maintenance Department for the Surf & Sand Resort and to provide “hands-on” mechanical and engineering services, as needed.

**ESSENTIAL DUTIES:**

- i To review and prioritize all daily work orders and to interface with the Director of Engineering and the Assistant General Manager and other department managers, as needed.
- i To inspect work while in process and upon completion to ensure that quality standards are being met.
- i To spot-check, on a daily basis, all AC systems, ice machines and kitchen refrigeration systems.
- i To act as the property’s lead technician for property-wide preventive maintenance programs.
- i To assist, as directed, in the orientation process, including training and supporting the maintenance staff.
- i To maintain adequate inventory of maintenance materials, as specified, and to ensure that all supplies are requested through the Director of Engineering and received, labeled, and stored in secured areas.
- i To train all Engineers to respond to all guest needs and requests in a timely and professional manner.
- i To follow all policies and procedures of JC Resorts LLC.
- i To immediately report all suspicious occurrences and hazardous conditions.
- i To maintain the cleanliness and safety of work areas at all times.

- i To practice safe work habits at all times, to avoid injury to self and others, including the safe operation of all power-driven machinery.
- i To assist, as directed, to ensure safe work practices of all Maintenance staff, including compliance with company and departmental safety rules and regulations, including the proper use and handling of all relevant equipment and machinery.
- i To handle, store, and label all hazardous substances according to state and federal regulations.
- i To attend all mandatory meetings as directed.
- i To perform other tasks, including cross-training, as directed.

**JOB KNOWLEDGE & EDUCATIONAL LEVEL:** High school diploma or equivalent required. Must be fluent in English; Spanish fluency helpful. Must have 5 to 7 years experience in electrical, plumbing and HVAC work, including 2 to 3 years in hotel/resort environment. Able to read and interpret drawings, diagrams, and blue prints of all trades. Mastery of one or more building trades required. Familiar with general maintenance requirements of luxury resort property. Working knowledge of Word and Lotus/Excel preferred. Familiar with OSHA, SB198, local Department of Health regulations, and relevant current laws governing the handling of hazardous substances. Must be able to distinguish colors, including pastels. Valid California driver's license required, including proof of personal automobile insurance.

**SKILLS AND APTITUDES:** Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Courteous, friendly manner. Good team player. Customer service focus. Able to work productively with little supervision. Ability to effectively manager staff. Trustworthy and reliable.

**WORKING CONDITIONS:** Indoors: Enclosed but not temperature-controlled area. Cement surface. Outdoors: May be exposed to weather conditions. Bi-level structures. Extensive property. May work in confined, difficult to access areas. Exposed to hazardous substances and fumes and noise of power-driven machinery.

**PHYSICAL DEMANDS:** Stands/walks approximately 85% of shift. Sits/drives approximately 15% of shift. Strength, flexibility, and good reflexes needed to operate staging and mechanized material moving devices, and to operate power-driven machinery. Must be able to work at extreme heights, up to 40 feet. Regularly required to handle and move objects weighing up to 80 lbs. over short distances. Frequent use of stairs, daily. Works long, sometimes irregular hours.

**IMPACT OF DECISION:** Decisions directly impact guest service and hotel condition and appearance. Poor decisions may result in guest dissatisfaction and lost revenues due to lack of follow through, unprofessional execution of work, ineffective management of staff, or unsafe work practices.

**GENERAL:** Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

**JOB CLASSIFICATION:** The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

**NON-EXEMPT POSITION:** Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

**AT-WILL EMPLOYMENT:** The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

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Employee's name (please print)

\_\_\_\_\_  
Employee signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor signature

Date: \_\_\_\_\_