

Position Title: Engineering Supervisor

Location: Sonesta Silicon Valley

Department: Rooms

Reports To: Chief Engineer

Type: Non-Exempt (Hourly)

Position Summary :

Responsible for the preventative and corrective maintenance of the entire hotel, interior and exterior. The Engineer is also responsible for the development, execution and follow-through of the hotel work order system.

Principle duties and responsibilities (Essential Functions) include:

- Key Job Functions

Hotel Maintenance

- Perform repairs and maintenance as needed or requested by guests, Housekeeping, and/or management. Such duties could consist of HVAC, plumbing and electrical repairs, and furniture replacement and/or repair, etc.
- Perform preventive maintenance on hotel guest rooms per quota, equipment and assets per set schedule.
- Check pool/spa chemical balance, adjusting as needed. Clean pool/spa deck, vacuum pool/spa, back flush filter when needed, and check pool/ spa filter equipment.
- Perform basic upkeep of the grounds' and hotel's physical condition including paint, woodwork, wallpaper, plumbing, grout, tile.
- Perform daily walk through, record all meter readings and boiler temperature.

Directing Associate

- Assist with hiring, training, supervising, coaching and counseling Engineering Associates.
- Assist with scheduling Associates - taking into consideration expected guest arrivals and departures, occupancy levels, guest service needs and budgetary guidelines.
- Maintain effective hotel safety training programs.
- Ensure that Engineering Associates are properly uniformed and are following all hotel procedures.
- Ensure that all operations of Engineering equipment and procedures are understood.

Communication

- Provide written details of work performed on work order forms and other documents.
- Record all maintenance request work performed in the log program and return request to proper location on request board or as directed.
- Inform Front Desk and Housekeeping of rooms where work is being performed so they may be put out of order if needed. Will notify Front Desk and Housekeeping when work has been completed.

- Lead hotel Safety Committee and administer Safety Training programs.

Miscellaneous

- Know hotel emergency procedures and where all emergency shut-offs are located. Assist hotel guests when necessary in case of an emergency.
- Check and clean parking lot and grounds and empty all trash containers, assisting Facility Attendant as needed.
- Perform special projects assigned in time set for each project.
- Deliver Passionate & Engaging Service to our Guests
 - You will be passionate and truly engaged in taking care of our guests, recognizing individual guests and anticipating their unique needs in order to exceed their expectations
 - You will consistently deliver our GUEST model:
 - **G**reet or welcome everyone, warmly with a smile
 - **U**se eye and ear contact and guest's name
 - **E**stablish/anticipate needs
 - **S**olve and own all requests/complaints
 - **T**hank everyone
- Build solid relationship with your Colleagues
 - Treat colleagues with respect and dignity
 -
 -
 -
- Other duties and responsibilities may be assigned. The employee is expected to work in other areas of the hotel when needed to assist operations to perform job duties not necessarily contained in this job description.

Qualifications and Skills

A candidate for this position must possess the following applicable knowledge, skills and abilities and be able to demonstrate and provide applicable examples to support his/her competency.

- Track record of delivering exceptional guest or client experience
- Communication skills are utilized a significant amount of time for training and safety purposes, and when interacting with guests and associates.
- Strong communication skills
- Appropriate professional appearance and demeanor

PHYSICAL REQUIREMENTS:

Frequency Key: Never – 0 hours; Rare – up to 1 hour; Occasional – 1-3 hours; Frequent – 3-6 Hours; Constant – 6-8 hours

Physical Activity
Walking

Frequency
Constant

Sitting	Rare	
Climbing stairs		Occasional
Standing		Constant
Crouching/Bending/Stooping		Occasional
Reaching		Occasional
Grasping		Frequent
Pushing/Pulling		Occasional
Near Vision		Constant
Far Vision		Frequent
Hearing		Constant
Talking		Constant
Smell		Constant
Taste		Constant
Lifting/Carrying (# lbs)		Occasional – up to 20 lbs.
Travel	Rare	

Company Overview

Sonesta

Welcome to Sonesta. These three simple words could open up a whole new world to you. Each of our hotels and resorts provides a unique experience unrivalled in the hotel industry. Sprung from the classic hoteliers of the mid-20th century, Sonesta enjoys a rich history celebrating over 75 years in hospitality. We offer a diverse and distinctive portfolio of nearly 70 properties across three continents, each providing an authentic visit delightfully reflecting the culture and personality of its destination.

We aspire to greet every Sonesta guest with a spirit of warmth and welcome, proudly exceeding our guests' expectations. Those aspirations extend deep into the heart of our hotels – right into the lives of our employees. In fact, we consider ourselves more than a hotel management company - we're a member of the communities we serve. At our core, we celebrate the individuality of everyone who walks through our doors. For our employees, that means we ensure they develop the skills and tools they need to do their job and exceed even their own expectations. We invite you to discover what you have been missing at Sonesta. Join us – we can't wait to meet you!

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status, sexual orientation, gender identify, or any other characteristics required by law.

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job. This job description is subject to change at any time.