



LAGOS CONTINENTAL

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Electrical Technician</b>
<b>Department:</b>	<b>Engineering</b>
<b>Job Band:</b>	<b>7</b>
<b>Reports to:</b>	<b>Director of Engineering</b>
<b>Position Supervised:</b>	<b>N/A</b>

### **Job Scope**

Under the general guidance and supervision of the Director of Engineering and his/her delegate and within the limits of the Hotel's policies and procedures. The Electrical Technician is responsible for keeping all hotel POMECE equipment in good repair by providing day-to-day maintenance.

### **Key Relationships**

Director of Engineering, Assistant Director of Engineering, Assistant Chief Engineer, Team Members, Colleagues and Guests.

### **Key Job Responsibilities**

- 1) Performs routine preventive maintenance and curative maintenance ;
- 2) Attends to all types of repair and maintenance work in the Hotel premises;
- 3) Repairs and maintains guest room facilities, light facilities, furniture and equipment;
- 4) Assists with the implementation of the hotel's preventative maintenance system and repair log system;
- 5) Reports to the Director of Engineer or his/her delegate any potential hazard noted while on duty;
- 6) Responds to guest calls and team member work orders in a timely, friendly and efficient manner to resolve complaints, perform repairs or fulfill guest requests;
- 7) Keeps an accurate log book of all work carried out and materials used;
- 8) Perform other duties as assigned.



### **Self-Management**

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

### **Customer Service**

Demonstrate service attributes in accordance with industry expectations and company standards to include:

- Being attentive to guests
- Accurately and promptly fulfilling guest requests
- Understand and anticipate guest needs
- Maintain a high level of knowledge which will enhance the guest experience
- Demonstrate a service attitude that exceeds expectations
- Take appropriate action to resolve guest complaints

### **Health Safety & Security**

- Demonstrates an understanding and awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety at the hotel.
- Good Knowledge of emergency and evacuation procedures at the hotel.
- Ensures all security incidents, accidents and near misses are always logged in timely manner and brought to the attention of his/her Manager as per Fire Life & Safety (FLS) procedures.



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**Background, Skills and Experience**

- Minimum of O Level Education or its equivalent
- Trade Test and other relevant certifications
- Minimum of 5 years' experience in a similar position preferably in a Five Star Hotel.
- Communication and Interpersonal Skills.
- Ability to multi-task and deliver under tight deadlines/constraints
- Ability to work under pressure.

**Declaration:**

I..... have read and understood the responsibilities required of me in my duties as an employee of Lagos Continental Hotel and promise to observe and perform my duties diligently while in employment of the hotel.

Employee signature.....

Date.....