

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Plant Operator</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 Plant Operator is responsible for ensuring the smooth and efficient operation of the plant room and equipments.

### **Key Relationships**

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

### **Key Job Responsibilities**

- 1) Operates equipment and systems in plant rooms as assigned;
- 2) Takes reading and records at established intervals, gauges, thermometers, levels etc. and performs tests in accordance with implemented procedures;
- 3) Replaces malfunctioning gauges and reports to the Maintenance Engineer/Shift Leader any abnormal conditions;
- 4) Participates in preventive maintenance of all plant room equipments.;
- 5) Checks and records daily utility consumption, tank levels;
- 6) Ensures cleanliness of plant room and equipment;
- 7) Ensures proper water treatment and performs required tests and analyzes, which are recorded;



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- 8) Assists other personnel in emergencies and for carrying out other engineering duties that may be required by the chief engineer and according to the needs of the department;
- 9) Reports to the Director of Engineer or his/her delegate any potential hazard noted while on duty;
- 10) 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;
- 11) Keeps an accurate log book of all work carried out and materials used;
- 12) 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.

### **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.