

JOB DESCRIPTION

Job Title:	STP Operator
Department:	Engineering
Job Band:	7
Reports to:	Director of Engineering
Position Supervised:	N/A

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 STP Operator is responsible for ensuring the smooth and efficient operation of the Wastewater Management and Treatment systems and equipment.

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 water treatment plant 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) Adds chemicals such as ammonia or chlorine to disinfect water;
- 5) Collects and tests water and sewage samples;
- 6) Participates in preventive maintenance of all equipment in waste and water treatment plant;
- 7) Checks and records daily utility consumption, tank levels;
- 8) Ensures cleanliness of water treatment plants and equipment;



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- 9) Ensures proper water treatment and performs required tests and analyzes, which are recorded;
- 10) 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;
- 11) Reports to the Director of Engineer or his/her delegate any potential hazard noted while on duty;
- 12) 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;
- 13) Keeps an accurate log book of all work carried out and materials used;
- 14) 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.

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.....