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<b><u>Title:</u></b> 职位	<b>Maintenance Engineer</b> 维修工程师
<b><u>Department:</u></b> 部门	<b>Engineering</b> 工程部
<b><u>Hierarchy:</u></b> 汇报对象	<b>Reporting to Assistant Chief Engineer / Director of Engineering</b> 向副总工程师/工程总监
<b><u>Direct Subordinates:</u></b> 直接下属	<b>Engineering Staff</b> 工程部员工
<b><u>Indirect Subordinates:</u></b> 间接下属	<b>N/A</b> 不适用
<b><u>Category:</u></b> 类别	<b>L5</b> 5级

#### **Scope/职责范围:**


- Responsible for the day-to-day operations within the property maintenance department ensuring plant and equipment operate with the least amount of down time. Maintain the complex facility, including the physical building structure, all mechanical, electrical, HVAC systems and related equipment in accordance with energy conservation and preventative maintenance programs.  
负责工程部日常的运营，确保设备运转出现最少的故障时间。根据节能和预防性维护计划，维护酒店设施，包含酒店结构，所有机电设备，电气，空调系统等相关设备。
- Participates in the overall Engineering Management whilst maintaining a “hands on role”.  
参与酒店的整体管理，同时也能亲自进行维护工作
- Property maintenance  
物业维修
- Utilities  
公用事业
- Fire protection and preventative maintenance  
负责消防和预防性维护
- Environmental protection, energy and water saving  
负责环保、节能和节水
- Human resources  
负责人力资源

#### **Responsibilities and Obligations/职责和义务:**

- Provide a support service to Director of Engineering to assist in meeting the strategic goals of the department.  
为工程总监提供支持服务，以协助实现部门的战略目标。

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- Control the Maintenance Request System by assigning works to specific trades, supervises proper completion of assigned works and compiles daily work order statistics.  
通过向具体的分部门安排工作管理维护申请系统，并监管维修情况，并对每日的维修申请进行统计。
- Maintain records relating to utility costs throughout the hotel.  
保管整个酒店的公用事业费用有关的记录。
- Perform general and emergency repairs and maintenance to all plant and equipment based on skill and experience level.  
按照技能和经验水平，执行所有设备的常规和应急性维修和维护。
- Carry out regular inspections of plant and equipment as per the daily checklist and ensure that inspections required by Government authorities are conducted and documented.  
按日常检查表对装置及设备进行定期检查，确保开展政府当局所要求的检查并进行记录。
- Carry out general room repairs, preventative maintenance inspections and repairs including scheduling of all these works as per computerised system.  
负责开展常规性客房检查和预防性维护检查，包括所有工程的计划安排。
- Perform and assist with the Fire Protection Preventative Maintenance Program ensuring all items are inspected as per weekly schedule.  
协助执行防火预防性维护计划，确保按每周日程安排检查所有的项目。
- Review daily log book, rectify or follow up on all items left unsolved from any previous shifts, discuss the same with the Engineering managers.  
审查每天的工作日志，纠正或跟进先前的班次没有解决的所有事项，并与工程经理讨论该问题。
- Ensure Fire and Engineering safety features operate at peak efficiency.  
确保消防工程安全设备以最高效率运行。
- Ensure proper records are kept relating to all plant and equipment for the hotel.  
确保保存与酒店的所有装置及设备有关的正确记录。
- Ensure proper measures are taken to protect the environment and the Hotel's adherence to it.  
确保采取适当的措施，以保护环境并使酒店达到环保标准。
- Monitor energy and water management systems to minimize wastage and costs using daily / weekly utility readings as a reference point.  
利用每日/每周的公用事业仪表读数作为参考点，监控能源和水资源管理系统，以最大限度地减少浪费、降低成本。
- Supervise the daily operation and maintenance of buildings, electrical and mechanical services, guestroom maintenance, water features, fixtures, furnishings and equipment.  
监督建筑物、电气和机械服务、客房维护、水景、灯具、家具和设备的日常运行和维护。
- Liaise and supervise Property Maintenance Contractors on site and ensure appropriate standards are met.  
联络并现场监督所有酒店维护合同单位，并确保符合相关标准。
- Maintain all workshop tools and equipment for the running of workshop's trades and functions.  
维护保养所有车间工具和设备，使车间各项工作和职能得以正常开展。
- Ensure that workshops have adequate stock and materials in Stores and that all workshops are kept in a clean and safe environment.  
确保车间备有足够的存货和材料，并确保所有车间均保持清洁、安全的状态。按照要求下采购订单。

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- Attend meetings as required.  
按照要求出席会议。
- Ensure that all associates comply with the grooming and uniform standards.  
确保所有员工的仪容仪表符合酒店的标准。
- Implement and maintain training systems to ensure that associates have the necessary framework and skills to perform their job efficiently and effectively. This includes certification of all engineering associates.  
实施和维持培训系统，以确保设置必要的框架，使员工具备高效执行其工作的技能。包含所有工程部员工的技能认证。
- Prepare work schedules and annual leave schedules within budget, business expectations and guidelines of the appropriate industrial legislation.  
根据预算范围、业务预期和相应的产业立法指导方针，编制工作进度表及年假计划。
- Assist with the selection and appointment of new associates within the department.  
协助部门内新员工的选拔和任用。
- Conduct regular staff meetings to keep all associates are fully informed.  
定期举行员工会议，让所有同事相互熟悉。
- Ensure compliance with legislated workplace health and safety requirements  
确保符合法定的工作场所健康和安全要求。
- Responsibility for the cleanliness of all plant / mechanical equipment rooms.  
负责所有机械设备房间的卫生清洁。
- Ensure all requests for maintenance are carried out within an acceptable time frame.  
确保在一个可接受的时间期限内完成所有的维护请求。
- Assist all engineering associates with maintenance and repairs when required.  
需要时，协助所有工程部员工完成保养和维修。
- Encourage multi skilling of the engineering associates thereby improving productivity and team diversity.  
激励工程部员工的掌握多项技能，从而提高团队能力的多样性。
- Liaise with Engineering associates in their daily activities and assigned projects as directed by the engineering managers.  
在日常活动中与工程部员工保持联络，并按照工程经理的指示分配项目。
- Responsibility for follow up on all assigned tasks to Engineering associates to ensure the works have been completed in a reasonable time frame and to a standard pertaining to the complex and as set by the Engineering management.  
执行所有分配的任务，以确保在合理的时间范围内按照综合设施相关标准和工程管理标准完成工程。
- Perform duties as assigned by Director of Engineering  
完成工程总监分配的职责。

### **Security, Safety and Health/保障，安全及健康：**

- Maintains high confidentiality in regards to guest privacy.  
关于客人隐私，保持高度机密性。
- Reports any suspicious behaviour of guests and staff to the General Manager and Security.  
如遇客人或员工有任何可疑行为，及时向总经理及安保部门反映。
- Notifies housekeeper regarding lost and found objects.

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遇到任何遗失物品，及时告知客房部。

- Ensures that all potential and real hazards are reported appropriately immediately.  
适时及时地报告任何潜在或真实的危险。
- Fully understands the hotel's fire, emergency, and bomb procedures.  
熟知酒店火灾，紧急情况以及爆炸疏散预案。
- Follows emergency procedures to provide for the security and safety of guests and employees.  
遵守所有紧急疏散预案，以保证客人及员工安全。
- Works in a safe manner that does not harm or injure self or others.  
以文明安全的方式工作，避免伤及自身及他人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.  
预见可能的危险或情况，并及时告知管理人员。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.  
保持最佳个人卫生，着装，仪容仪表，肢体语言状态及行为。


#### **Competencies/能力要求:**

- Strong technical skills  
过硬的专业技术能力
- Sound understanding of preventative maintenance.  
充分理解预防性维护的重要性。
- Financial acuity - the control of expenses/costs.  
具备财务敏感度 - 能够控制费用/成本
- Human Resource Management skills - training, and the development of each associate according to their potential for advancement.  
具备人力资源管理技能：培训，根据每个员工的发展潜力对其进行培养。
- Planning and organisation of resources for varying business levels in both the short- and long-term to achieve strategic goals.  
规划和组织不同业务等级的短期和长期资源，以实现战略目标。
- Strong Communication Skills – must be able to speak, read, write and understand the primary language(s) used in the workplace, ensuring good information flow  
较强的沟通能力 - 必须具备母语的听、说、读、写能力，确保工作场所良好的信息交流
- Leadership, Delegation, Motivation and Team Building skills  
具备领导、委托、激励和团队建设能力
- Sound information systems knowledge  
具备全面的信息系统知识
- Legislation knowledge (building codes, fire safety and country standards)  
熟悉有关法规（建筑法规、消防安全和国家标准）

#### **Interrelations/相互联系:**

Contact with all departments and staff.  
与所有部门和员工保持联系。

#### **Work Conditions/工作条件:**

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Regular hours with extra times occasionally.  
 正常工作时间与偶尔的加班时间。

Date : \_\_\_\_\_  
 日期

Reviewed By : \_\_\_\_\_  
 审核人

Approved By : \_\_\_\_\_  
 审批人

I \_\_\_\_\_ understand and agree to the above Job Description and that as a policy of XYZ Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order to help colleagues reach their full potential and willing and accepting to learn, in order to progress and improve personal abilities, resulting in maximum guest satisfaction.

本人\_\_\_\_\_已了解并认可以上岗位职责，并知晓此岗位职责将作为海拉尔百府悦酒店的政策方针。乐于教授及乐于并接受学习是所有员工的职责。教授将帮助我们的同事发挥他们自身最大的潜能；乐于并接受学习将发展并提升个人技能。两者的最终目标是谋求最大的客人满意度。

\_\_\_\_\_  
 Employee Signature  
 员工签字

\_\_\_\_\_  
 Date  
 日期