

Resort Maintenance Manager

Job Description

Summary:

The Resort Maintenance Manager is responsible for the overall maintenance and appearance of all resort facilities and grounds for a large multi-faceted property with high seasonal, weekend, and holiday demands.

Essential Functions:

- Regularly inspects all buildings and structures to determine that functional systems are in good working order, making repairs where needed, and informing Resort Manager when major repairs are needed.
- Performs and oversees routine electrical service and troubleshooting for buildings, guest accommodations, amenities, and structures.
- Performs and oversees routine water and septic plumbing service and troubleshooting for buildings, guest accommodations, amenities, and structures.
- Performs and oversees routine carpentry and painting work as needed for all facilities.
- Performs and oversees routine HVAC service and troubleshooting for all facilities.
- Develops and ensures completion of preventative maintenance program for all facilities.
- Ensures the work order system is thoroughly completed resulting in high guest satisfaction.
- Performs and oversees grounds crew and routine maintenance of green spaces, trees, lake and waterfront.
- Operates and trains use of light and heavy equipment including zero turn mowers, tractors, excavators, and backhoes.
- Performs other work related duties as assigned
- Performs work related duties during day and night, weekends and holidays.
- Must reside on-site or in the Town of Urbanna within minutes of the Resort and be able to respond to after-hours emergencies.
- Participate in manager on-duty program.

Competencies:

- Must possess flexible leadership style to accept, manage and execute changes in daily routine with competing priorities.
- Must possess ability to create and execute long-term and short-term plans.
- High-quality, professional verbal and written communication.

- Decision making and judgment focused on safety, prevention, and a high-quality guest experience.

Supervisory Responsibility:

- This position supervises a combination of year-round and seasonal employees including up to 5 facilities maintenance technicians and 5 grounds crewman.

Work Environment:

- Work is mostly performed outdoors and in all weather conditions during the day or night. Work includes the use of or to be nearby large, loud construction equipment, septic systems, high-voltage electric systems and uneven terrain.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job the employee is regularly required to:

- Walk, sit, stand, squat, and crawl in a lying position.
- Lift in excess of 50lbs.
- Sit and operate equipment in rough and finished terrain for long periods of time.
- Utilize hands and wrists with high dexterity to use all common hand and power tools.

Position Type & Expected Work Hours:

- Salaried-exempt, full-time, year-round.
- In-season: 6-days per week (Approximately 48-60 hours), Off-season: 5-days per week (Approximately 40-48 hours per week).

Required Skills:

- BS degree or technical training in facilities and/or grounds maintenance.
- Minimum of 3-5 years of progressive experience and responsibility in a maintenance or similar field, two of which were holding a supervisory position directing a multifunctional staff.