



MAINTENANCE POSITION DESCRIPTION

We are currently seeking Part and Full-Time Maintenance staff to join our expanding Hotel and Spa, offering a competitive wage from \$16.00 - \$18.00/hour in the beautiful town of Niagara-on-the-Lake.

Why Us?

It is an exciting time to join our Family at 124 on Queen Hotel & Spa as we have entered a long-awaited expansion. This will increase our guestroom numbers and completely transform our property and public spaces. As one of the top ranked Hotels in Niagara-on-the-Lake we are excited to further enhance our Hotel and Spa to be a truly luxurious location for our Guests and Team.

Our employee company goal is to provide you with a family work atmosphere where we have fun while providing an exceptional guest experience.

Hours: *Full & Part-time positions available*

Salary Range: *\$16.00 - \$18.00/hour*

Position Summary:

To provide an exceptional guest experience maintained with an exquisite surrounding! Our company goal is to provide a family work atmosphere where we have fun while providing an exceptional guest experience.

Primary Responsibilities:

- Providing personalized and exceptional guest service at every given opportunity.
- Assisting our guests when required.
- Ensure all accessories and tools are cleaned and properly stored away in proper locations every day.
- Maintain supplies, equipment and tools.

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- Maintain and clean all property grounds, interior and exterior, common areas, public bathrooms and all guest rooms.
- Daily and weekly removal of all garbage and recycling.
- Assist with Shuttle drives and luggage assistance.
- Assist with snow removal and landscaping duties.
- Assist with taking after hour calls or call in's if necessary.
- Assist with receiving departmental deliveries and placing in storage areas.
- Have a thorough knowledge of 124 Queen Hotel & Spa and the facilities, products and services we provide.
- Suggest additional ideas, products and services to meet our guests' specific preferences.
- All other daily duties as assigned by the Management Team.

Professional Requirements:

- ***Must have hospitality maintenance experience.***
- Grade 12 is recommended.
- Health and Safety Responsibilities a must!
- Current Police Clearance is mandatory.
- Clean Drivers Abstract (over the age of 25 years in order to drive company vehicle.)
- Good interpersonal skills and public relations.
- Self-motivated.
- Ability to work unsupervised and follow instructions.
- Must be flexible for various shifts including days, **evenings, weekends and holidays.**
- Good organizational skills.
- Eye for exceptional attention to detail.
- Excellent hygiene is a necessity and a company standard.
- Excellent communication skills.
- WHMIS training an asset.

Personal Attributes:

- Punctual, dependable and flexible
- Positive and outgoing attitude
- Guest Service Personality
- Multitasking
- Time Management Skills and Priorities
- Confidence in our products and services
- Ability to handle service recovery
- Ethical and honest
- Team oriented

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Physical Requirements:

- Lifting various weight and twisting
- Pushing
- Pulling
- Walking
- Stair climbing
- Standing
- Meet stressful deadlines
- Handle weather elements
- Operating hand tools and machinery

Additional Employee Incentives:

Be a part of an expanding Family Team!

Flexible Shifts

Spa Discounts

Anniversary Accommodation

Paid Uniforms

Higher Wage Scale

While we invite any and all applications, however only those selected for an interview will be contacted.

