



JOB TITLE Maintenance Technician

LOCATION TOURISTS Hotel

EMPLOYMENT CLASSIFICATION Hourly, Non-Exempt, Full-Time and Seasonal Part-time

REPORTS DIRECTLY TO Maintenance Manager

PAY RATE \$18-\$19 per hour

TOURISTS WELCOME is a hospitality development & management group based in North Adams, MA delivering memorable experiences by connecting guests with breathtaking nature, timeless leisure, local history, and art and music happenings.

In 2018, we opened TOURISTS, a 46-room flagship hotel modernizing the aesthetic of a classic American motor lodge. The land on which the hotel sits straddles the Hoosic River, revealing a network of walking trails, and forest clearings designed for year-round exploration guided by our on-site Art & Adventure team. In 2019, we opened our second project, The Airport Rooms, an on-site restaurant & cocktail lounge for hotel guests and the community to enjoy.

With an unquenchable interest in the natural history of the region and a goal of providing an economic engine for local employment, TOURISTS WELCOME continues to evolve in and outside of North Adams, with new projects coming soon.

JOB SUMMARY

TOURISTS' goal in all positions is to exceed expectations of our guests. The Maintenance Technician contributes to that experience by providing service that includes, but is not limited to, planning, executing, or coordinating activities in areas such as groundskeeping, property maintenance, and engineering, in addition to on-going development in these same areas. Other tasks may be assigned based on property needs.

The Maintenance Technician must possess good communication skills and a thorough understanding of TOURISTS policies and have the ability to resolve conflict. All TOURISTS employees are expected to greet all guests in close proximity and make each feel important by providing a genuine welcome. The Maintenance Technician must develop and maintain the company's culture, values and reputation in the public eye, and with all staff, guests, vendors and partners.

Based upon fluctuating demands of the operation, it may be necessary to perform a multitude of different functions not specifically related to this position. The Maintenance Technician may be expected to perform other tasks and duties as needed or as directed. Furthermore, employee responsibilities and job descriptions are subject to review and revision.

RESPONSIBILITIES

- Adhere to all standards of operations, policies and procedures, manuals, training material, memos and verbal instruction
- Maintain all property mechanical components including, but not limited to, plumbing, electrical, HVAC, life-safety system, doors, windows, flooring, and roof systems.
- Maintain property grounds as required by season and property standards
- Resolve customer complaints regarding property and grounds maintenance



- Communicates with the Front Desk and Maintenance Manager regarding grounds and/or maintenance needs
- Understand all maintenance schedules (i.e. landscape lighting, sprinkler systems, pool temperature)
- Perform, manage and implement all regularly scheduled maintenance operations (filters, updates, paint, etc.)
- Ensure open lines of communication with all departments and upper management at all times via email, log books, meetings, etc., to ensure all needs of the hotel are met
- Maintain a high level of cleanliness and safety in the work area
- Ensure that all equipment is maintained in good, safe working condition
- Maintain an increased awareness of safety issues throughout the property
- Keep abreast of and comply with safety and emergency procedures and OSHA requirements
- Attend relevant meetings

ADDITIONAL ESSENTIAL FUNCTIONS & ACCOUNTABILITIES

- Have knowledge of and be able to perform repairs to HVAC, plumbing and electrical systems.
- Have knowledge of and be able to perform carpentry and painting related work
- Properly account for tools, equipment and materials
- Ability to handle miscellaneous tasks assigned as needed to deliver highly professional property management services to property and occupants
- On-going professional development and understanding of evolving needs of the industry

EDUCATION & EXPERIENCE

- High School diploma or general education degree (GED)
- Two (2) years related experience in hospitality or service industry

COMPETENCIES

- Must be able to speak, read, write and understand the primary language(s) of the workplace
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals
- Ability to write routine reports and correspondence
- Ability to speak effectively before groups of co-workers and sister property staff
- Proficiency in Microsoft Excel and Word
- Ability to understand other computer programs (i.e. Property Management System)
- Ability to apply concepts of math including: addition, subtraction, multiplication, division, algebra and geometry, using whole numbers, common fractions, and decimals

WORKING CONDITIONS & ENVIRONMENT

- The noise level in the work environment is usually moderate
- The person in this position may have to lift up to fifty (50) pounds on a daily basis; anything over fifty (50) pounds is considered a minimum two (2) person lift
- The person in this position may have to sit for one (1) hour, stand and/or walk, push, kneel,



- bend, balance, squat, reach and stretch for eight (8) hours per day
- This position requires exposure to the climate variations in all seasons in delivery of maintenance to external property and groundskeeping

The work environment characteristics described herein are representative of those an employee typically encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TOURISTS is an EEOC Employer.

**** To begin the application process please [fill out this form](#) ****