



JOB TITLE Plumbing Maintenance Technician
EMPLOYMENT CLASSIFICATION Hourly, Non-Exempt, Full-Time
DEPARTMENT Maintenance & Construction
REPORTS DIRECTLY TO Property & Project Manager

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 an on-site Art & Adventure team. In 2019, we opened their 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 expand in and outside of North Adams, with new projects coming soon.

JOB SUMMARY

The Plumbing Maintenance Technician is responsible for all plumbing systems at properties owned, operated, and managed by TOURISTS Welcome and its related entities. This position is an integral member of the Maintenance & Construction team and requires someone who is hard working, motivated, has great focus & attention to detail, and can efficiently complete work within deadlines. This individual must be flexible and comfortable multitasking while moving between multiple job sites on a daily basis. The plumber is responsible for all operations of their assigned job sites, with oversight from the Property & Project Manager.

This is a full time position, Monday through Friday 8am-4:30pm, and on call as emergencies or needs arise.

In relation to the fluctuating demands of the operation and to exceed owner, tenant and guest expectations, it may be necessary to perform a multitude of different functions, tasks and duties as needed or directed beyond responsibilities stated below. 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
- Carry out regular maintenance of plumbing systems at all properties
- Inspect previously installed systems at properties and repair or update as needed
- Install new work in buildings as needed (residential and commercial)
- Assess plumbing takeoffs, efficiently scope work, and order materials
- Stay up to date with current safety regulations and requirements for all plumbing systems installed and maintained
- Follow all current regulations for plumbing work to ensure all installed systems pass inspection
- Ability to work from a ladder

- Ability to multitask and prioritize
- Good problem solving skills
- Time tracking and record keeping skills
- Keep detailed reports of work done at properties
- Good communication with clients, tenants, team members and vendors
- Ability to work alone and in a group settings
- Ability and willingness to work in other fields if and as needed

SAFETY AND REGULATORY COMPLIANCE

- Maintain a high level of cleanliness and safety in the work areas
- Ensure that all equipment is maintained in good, safe working condition
- Maintain an increased awareness of safety issues throughout the properties
- Keep abreast of safety and emergency procedures and OSHA requirements
- Attend relevant meetings

REQUIREMENTS

- Must possess a Massachusetts Journeyman (or Master) Plumber License
- Minimum 10 years experience
- Have a valid driver's license and reliable transportation
- HVAC knowledge preferred
- The ability to be on call and to respond to emergency situations after hours, weekends and/or holidays

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 having 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
- The ability to work outdoors in hot or cold conditions for extended periods of time
- 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 Welcome LLC is an Equal Opportunity Employer and fosters a culture of diversity, equity, and inclusion.