



**FRIDAY HARBOUR™**  
*All Seasons Resort*

**Job Title:** Maintenance Manager

**Division:** Property

**Department:** Maintenance

**Responsible To:** Chief Property Officer

**Role Summary**

The Maintenance Manager is responsible for overseeing the multi-skilled maintenance service on all operational equipment and facilities infrastructure at Friday Harbour. This position will manage the maintenance team to ensure that cleaning, maintenance and required repairs are completed to guarantee safe, accessible and secure facilities in a timely fashion, and that all work is conducted in a safe, effective manner. The Maintenance Manager may be required to conduct duties in the capacity of a maintenance attendant as necessary.

**Responsibilities**

- Oversee all installation, repair and upkeep operations of the resorts facilities
- Collaborate with Chief Property Officer to develop, manage and maintain as-built drawing systems, cut sheet library and accurate maintenance logs
- Develop maintenance procedures and ensure implementation and compliance
- Carry out inspections of the facilities to identify and resolve issues
- Check electrical and hydraulic systems of buildings to ensure functionality
- Plan and oversee all repair and installation activities
- Allocate workload and supervise maintenance attendants
- Monitor equipment inventory and place orders when necessary
- Monitor expenses and control the budget for maintenance
- Manage relationships with contractors and service providers
- Provide emergency or unscheduled repairs of equipment, structures and grounds
- Ensure all facilities are up to code and compliant with any relevant legislation
- Perform mechanic skills including, but not limited to, mechanical, electrical, pneumatic, hydraulic, troubleshooting and repair of production machines
- Perform regular property inspections of units, common areas, building exteriors, and landscape
- Ensure effective management of loss prevention, risk management, security, maintenance, marketing, landscaping, snow removal, ventilation, heating, cooling and other daily activities
- Analyze and distribute monthly financial statements including operating variances from budget, cash management
- Keep accurate records of space conditions including roof, HVAC and utilities
- Plan and manage replacement of major capital expense items such as HVAC system, roof systems and parking lot surfaces
- Provide general status reports for all properties as scheduled
- Request quotations, make contracts, supervise work and approve invoices for all services required to maintain the properties



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- Ensure 24/7 availability of emergency services
- Maintain heating and air conditioning systems, boilers, pumps, fan units, control panels, thermostats and cooling towers
- Maintain environmental safeguards and alarm systems including fire alarms and extinguishers
- Monitor emergency generator, function and order refueling
- Keep maintenance logs and report on daily activities
- Collaborate with Health and Safety team to ensure a department specific Health and Safety policy, program and procedures are developed and maintained
- Develop a total quality maintenance schedule, ensure full preventative, condition based, predictive and reliability centered maintenance activities are carried out
- Schedule both internal and external work efficiently for planned down time
- Optimize equipment per standard procedure, enhancing performance and product quality, ensuring the achievement of all key performance indicators
- Ensure routine calibration and maintenance requirements of a variety of electro-mechanical, hydraulic and pneumatic systems are undertaken
- Manage the process of the introduction of new machinery, plant and equipment from drawing up the specification, to managing suppliers through to full installation in collaboration with all relevant parties
- Manage the process of disposal of obsolete machinery, plant and equipment from gaining agreement to write off to physically removing it and its safe and lawful disposal
- Perform root cause analysis and resolve problems
- Manage, coach and develop a high performing Maintenance crew that meets agreed objectives and which delivers best practice results, added value and continuous improvements
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

### **Competencies**

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

### **Characteristics**

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence



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- Smart, courageous, leader

**Requirements**

- An AA degree in mechanical, electrical, or industrial maintenance an asset
- Minimum of 5 years' experience in a maintenance leadership role in the hospitality industry
- Experience in planning maintenance operations and hotel or building operation experience
- Solid understanding of technical aspects of HVAC, plumbing, carpentry and electrical systems
- Working knowledge of facilities machines and equipment
- Certifications such as CFM, FMP, PMP considered an asset
- Have and maintain a valid drivers license
- Ability to read and interpret documents such as safety rules, safety awareness information, operating and maintenance instructions, and procedure manuals
- Must be computer literate. Preferred candidate will have previous experience with property maintenance software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

**Working Conditions**

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing up to 30 pounds without assistance
- Stand, sit or walk for an extended period or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces
- May encounter obnoxious smells
- Will encounter hazardous materials, dangerous or toxic substances and chemicals
- May encounter excessive noise from equipment

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.