

Facilities and Maintenance Engineer

Position Identification

Reports to: Operations and Facilities Manager

Supervises: Maintenance Team

Liaises with: Internally: TPPL and BVIPA Personnel

Externally: Tenants, Customers, Cruise Line Representatives, Local Hospitality Executives, Local, Tour Taxi Associations, Business Community, Government Agencies, External Service Providers

Education: Advance studies in Engineering or related field. Specialist training in retail property management will be an asset.

Experience: Minimum of 5 years' experience in property management, a technical background is a must with strong mechanical and civil engineering background, customer relations and/or hospitality sector. A combination would be ideal.

Skills:

- Excellent communication skills (verbal and written)
- Excellent interpersonal skills
- Excellent follow-up skills
- Excellent supervisory skills
- Working knowledge of the Microsoft Office Suite and Microsoft Project.
- Planning and organizing skills
- Property maintenance
- Problem solving and decision-making skills
- Ability to work without supervision
- Ability to be flexible in receiving instructions and executing duties

Personal Qualities: Mature, dependable and responsible individual
Willing and able to work under pressure and multitask
Willing and able to work beyond normal working hours
Team player
High work standards
Ambitious

General Accountability

Reporting to the Operations and Facilities Manager, the Facilities and Maintenance Engineer develops and implements activities regarding the maintenance of interior and exterior physical operations of the Tortola Pier Park and assisting with the service delivery programs of the Tortola Pier Park (TPP).

Nature & Scope

Essentially, the Facilities and Maintenance Engineer will develop and implement the interior and exterior physical operations of the Tortola Pier Park and assist with the service delivery programmes for the facility, including general and preventative facility maintenance, tenant coordination, capital works projects, public safety, housekeeping, landscaping and other contracted services.

Specific Accountabilities:

1. Works closely with the Operations and Facilities Manager to develop the maintenance programme, in keeping with the long term vision of the TPPL;
 2. Prepares engineering and maintenance budgets as well as cost estimation for capital works.
 3. Maintain operational aspects of the facility including grounds, structures, systems and equipment including electrical, HVAC and other mechanical systems, interior and exterior landscaping, capital expenditure projects, and special events requirements;
 4. Effectively attends to tenant and other users' maintenance complaints and queries;
 5. Assures the maintenance and record keeping of operational equipment according to recommended preventative maintenance schedules;
 6. Identifies opportunities for greater efficiency and productivity; researches and implements alternative actions as appropriate;
 7. Maintains constant surveillance over maintenance operations to ensure a high level of efficiency and prepares reports on various aspects of the maintenance program;
 8. Works with statutory authorities, and agencies to assure that all applicable codes and regulations are adhered to on the premises.
 9. Assists the Operations and Facilities Manager with the tenant coordination process;
 10. Builds and maintain relationships with store managers, ground transportation providers, tours operators, Customs, Immigration and Port Health Officers and other users of the facility;
 11. Works closely with the Customer Service team to ensure superior customer service to tenants and other users of the facility;
 12. Assist in the preparation and delivery of maintenance reports as required;
 13. Owns and promotes the TPPL's corporate identity and functions within its application in all its context;
 14. Performs the role "duty officer" from time to time;
 15. Performs any other relevant duties as directed by the Operations and Facility Manager or CEO.
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Employee

Date:

Chief Executive Officer

Date: