



LAGOS CONTINENTAL

JOB DESCRIPTION

Job Title:	HVAC Technician
Department:	Engineering
Job Band:	7
Reports to:	Director of Engineering
Position Supervised:	N/A

Job Scope

Under the general guidance and supervision of the Director of Engineering and his/her delegate and within the limits of the Hotel's policies and procedures. The HVAC Technician is responsible for installation, service and repair of temperature and air quality control systems.

Key Relationships

Director of Engineering, Assistant Director of Engineering, Assistant Chief Engineer, Team Members, Colleagues and Guests.

Key Job Responsibilities

- 1) Ensures proper operation and maintenance of HVAC systems which include but is not limited to: chillers, air handling units and related duct systems and grilles, cooling towers, pumps and related piping systems, related electric circuits and panels, automatic controls, heat exchangers ;
- 2) Take corrective action on breakdown, faults and complaints;
- 3) Implements and executes proper preventive maintenance schedules;
- 4) Prepare daily and weekly programmes;
- 5) Monitors and controls contractor's work on HVAC systems;
- 6) Monitors and records performance of HVAC equipment and systems by help of regular log sheet;
- 7) Maintains equipment in efficient operating condition.



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- 8) Reports to the Director of Engineer or his/her delegate any potential hazard noted while on duty;
- 9) Responds to guest calls and team member work orders in a timely, friendly and efficient manner to resolve complaints, perform repairs or fulfill guest requests;
- 10) Keeps an accurate log book of all work carried out and materials used;
- 11) Perform other duties as assigned.

Self-Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:

- Being attentive to guests
- Accurately and promptly fulfilling guest requests
- Understand and anticipate guest needs
- Maintain a high level of knowledge which will enhance the guest experience
- Demonstrate a service attitude that exceeds expectations
- Take appropriate action to resolve guest complaints
- Be able to promote the hotel's products and services.



Health Safety & Security

- Demonstrates an understanding and awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety at the hotel.
- Good Knowledge of emergency and evacuation procedures at the hotel.
- Ensures all security incidents, accidents and near misses are always logged in timely manner and brought to the attention of his/her Manager as per Fire Life & Safety (FLS) procedures.

Background, Skills and Experience

- Minimum of O Level Education or its equivalent
- Trade Test and other relevant certifications
- Minimum of 5 years' experience in a similar position preferably in a Five Star Hotel.
- Communication and Interpersonal Skills.
- Ability to multi-task and deliver under tight deadlines/constraints
- Ability to work under pressure.