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|  | RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description | <i>CODE:</i> 02.04.152 |
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|----------------------------------------------|----------------------------------------------------------|
| <u>Title:</u> 职位 | Duty Engineer 值班工程师 |
| <u>Department:</u> 部门 | Engineering 工程部 |
| <u>Hierarchy:</u> 等级 | Reporting to Assistant Chief Engineer 向副总工程师报告 |
| <u>Direct Subordinates:</u> 直接下属 | Engineering Staff 工程部员工 |
| <u>Indirect Subordinates:</u> 间接下属 | N/A 不适用 |
| <u>Category:</u> 类别 | L5 5级 |

Scope/职责范围:

- Responsible for the day-to-day operations within the property maintenance department ensuring plant and equipment operate with the least amount of down time. Maintain the complex facility, including the physical building structure, all mechanical, electrical, HVAC systems and related equipment in accordance with energy conservation and preventative maintenance programs.
负责工程部日常的运营，确保设备运转时故障几率降到最低。根据节能和预防性维护计划，维护酒店设施，包含酒店楼体，所有机电设备，电气，空调系统和相关的设备。
- Participates in the overall Engineering Management whilst maintaining a “hands on role”.
参与酒店工程的整体管理，同时也能亲自进行维护工作
- Property maintenance
物业维修
- Utilities
公共设施
- Fire protection and preventative maintenance
负责消防和预防性维护
- Environmental protection, energy and water saving
负责环保、节能和节水
- Human resources
人力资源管理

Responsibilities and Obligations/职责及义务:

- Provide a support service to the Engineering Managers to assist in meeting the strategic goals of the department.
为总工程师提供支持，以协助实现部门的战略目标。
- Control the Maintenance Request System by assigning works to specific trades, supervises proper completion of assigned works and compiles daily work order statistics.



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通过将任务分派至各分支机构以管理维修申请系统，监督已经完成的工程维修并对日程工作进行统计。

- **Maintain records relating to utility costs throughout the hotel.**
记录整个酒店的公共事业费用。
- **Perform general and emergency repairs and maintenance to all plant and equipment based on skill and experience level.**
在技能以及经验的基础上对所有的设备实施整体以及紧急维修。
- **Carry out regular inspections of plant and equipment as per the daily checklist and ensure that inspections required by Government authorities are conducted and documented.**
按日常检查表对装置及设备进行定期检查，确保开展政府当局所要求的检查并进行记录。
- **Carry out general room repairs, preventative maintenance inspections and repairs including scheduling of all these works as per computerised system.**
负责开展一般性客房检查和预防性维护检查，并跟据制定的工作计划进行维修工作。
- **Perform and assist with the Fire Protection Preventative Maintenance Program ensuring all items are inspected as per weekly schedule.**
协助执行预防性防火计划维护计划，确保按每周日程安排检查所有的项目。
- **Review daily log book, rectify or follow up on all items left unsolved from any previous shifts, discuss the same with the Engineering managers.**
审查每天的工作日志，纠正或跟进先前的班次没有解决的所有事项，并与工程经理讨论该问题。
- **Ensure Fire and Engineering safety features operate at peak efficiency.**
确保消防工程安全设备以最高效率运行。
- **Ensure proper records are kept relating to all plant and equipment for the hotel.**
维护与酒店的所有装置及设备有关的正确记录。
- **Ensure proper measures are taken to protect the environment and the Hotel's adherence to it.**
确保采取恰当的环境保护措施，并且在酒店内执行。
- **Monitor energy and water management systems to minimize wastage and costs using daily / weekly utility readings as a reference point.**
利用每日/每周的公用事业仪表读数作为参考点，监控能源和水资源管理系统，以最大限度地减少浪费、降低成本。
- **Supervise the daily operation and maintenance of buildings, electrical and mechanical services, guestroom maintenance, water features, fixtures, furnishings and equipment.**
监督酒店大楼、电气和机械服务、客房维护、水景、灯具、家具和设备的日常运行和维护。
- **Liaise and supervise Property Maintenance Contractors on site and ensure appropriate standards are met.**
联络并现场监督所有酒店维护合作单位，并确保符合相关标准。
- **Maintain all workshop tools and equipment for the running of workshop's trades and functions.**
维护保养所有车间工具和设备，使工作间各项工作和功能得以正常开展。
- **Ensure that workshops have adequate stock and materials in Stores and that all workshops are kept in a clean and safe environment.**
确保工作间备有足够的存货和材料，并确保所有工作间均保持清洁、安全的状态。按照要求下采购订单。
- **Attend meetings as required.**


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按照要求出席会议。

- Ensure that all associates comply with the grooming and uniform standards.
确保所有员工的仪容仪表符合酒店的标准。
- Implement and maintain training systems to ensure that associates have the necessary framework and skills to perform their job efficiently and effectively. This includes certification of all engineering associates.
实施和维持培训系统，确保员工获得必要的框架培训以及技能以高效的完成工作。其中还包括所有工程相关证书等。
- Prepare work schedules and annual leave schedules within budget, business expectations and guidelines of the appropriate industrial legislation.
根据预算范围、业务需要和以及行业法规，准备工作计划以及员工年假。
- Assist with the selection and appointment of new associates within the department.
协助部门内新员工的选拔和任用。
- Conduct regular staff meetings to keep all associates are fully informed.
定期举行员工会议，让所有同事相互熟悉。
- Ensure compliance with legislated workplace health and safety requirements
确保工作区域符合法律规定的健康和安全管理要求。
- Responsibility for the cleanliness of all plant / mechanical equipment rooms.
负责所有机械设备房间的卫生清洁。
- Ensure all requests for maintenance are carried out within an acceptable time frame.
确保在一个恰当的时间范围内完成所有维护要求。
- Assist all engineering associates with maintenance and repairs when required.
需要时，协助所有工程部员工完成保养和维修。
- Encourage multi skilling of the engineering associates thereby improving productivity and team diversity.
激励工程部员工的掌握多项技能，从而提高团队能力的多样性。
- Liase with Engineering associates in their daily activities and assigned projects as directed by the engineering managers.
在日常活动中与工程部员工保持联络，并按照工程经理的指示分配项目。
- Responsibility for follow up on all assigned tasks to Engineering associates to ensure the works have been completed in a reasonable time frame and to a standard pertaining to the complex and as set by the Engineering management.
跟进所有分配至工程部员工的工作任务，确保所有内容在合理的时间内被完成并达到工程部设定的标准。
- Perform duties as assigned by the Engineering manager's
完成工程部经理分配的其它任务。

Security, Safety and Health/保障、安全及健康:

- Maintains high confidentiality in regards to guest privacy.
严格保守客人隐私信息相关的机密。
- Reports any suspicious behaviour of guests and staff to the General Manager and Security.
将客人和员工的任何可疑行为汇报给总经理和保安处。

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- Notifies housekeeper regarding lost and found objects.
将遗失并找到的物品通报给客房部。
- Ensures that all potential and real hazards are reported appropriately immediately.
确保及时汇报潜在危害或实际危害。
- Fully understands the hotel's fire, emergency, and bomb procedures.
充分了解酒店消防、应急和防爆相关的规程。
- Follows emergency procedures to provide for the security and safety of guests and employees.
遵循应急程序以确保客人和员工的安全。
- Works in a safe manner that does not harm or injure self or others.
以不损害或伤害自己或他人的安全方式工作。
- Anticipates possible and probable hazards and conditions and notifies the Manager.
预测可能或潜在的隐患和情况，并及时告知经理。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
保持个人卫生、衣着、制服、仪容仪表、身体语言和行为举止达到最高标准。

Competencies/能力要求:

- Strong technical skills
过硬的专业技术能力
- Sound understanding of preventative maintenance.
充分理解预防性维护的重要性。
- Financial acuity - the control of expenses/costs.
具备财务敏感度 - 能够控制费用/成本
- Human Resource Management skills - training, and the development of each associate according to their potential for advancement.
具备人力资源管理技能：培训，根据每个员工的发展潜力对其进行培养。
- Planning and organisation of resources for varying business levels in both the short- and long-term to achieve strategic goals.
规划和组织不同业务等级的短期和长期资源，以实现战略目标。
- Strong Communication Skills – must be able to speak, read, write and understand the primary language(s) used in the workplace, ensuring good information flow
较强的沟通能力 - 必须具备母语的听、说、读、写能力，确保工作场所良好的信息交流
- Leadership, Delegation, Motivation and Team Building skills
具备领导、委托、激励和团队建设能力
- Sound information systems knowledge
具备全面的信息系统知识
- Legislation knowledge (building codes, fire safety and country standards)
熟悉有关法规（建筑法规、消防安全和国家标准）

Interrelations/相互联系:

Contact with all departments and staff.
与所有部门和员工保持联系。

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Work Conditions/工作条件:

Regular hours with extra times occasionally
 正常工作时间与不定期的加班时间。

Date : _____
 日期

Reviewed By : _____
 审核人

Approved By : _____
 审批人

I _____ understand and agree to the above Job Description and that as a policy of XYZ Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order to help colleagues reach their full potential and willing and accepting to learn, in order to progress and improve personal abilities, resulting in maximum guest satisfaction.

本人_____已了解并认可以上岗位职责，并知晓此岗位职责将作为海拉尔百府悦酒店的政策方针。乐于教授及乐于并接受学习是所有员工的职责。教授将帮助我们的同事发挥他们自身最大的潜能；乐于并接受学习将发展并提升个人技能。两者的最终目标是谋求最大的客人满意度。

 Employee Signature
 员工签字

 Date
 日期