

Job Description

Job Title:	Maintenance Assistant
Reporting to:	Senior Staff Member
Salary:	TBC
Brand Scope	Eurocamp and Al Fresco Holidays
Employing Company:	Greenbank Services Ltd

Purpose:

To consistently provide a great experience to all our guests from the moment they arrive on site and throughout their holiday with us.

Principle Accountabilities:

- To consistently deliver a 'brand quality standard' always meeting the expectations of our guests and aspire to exceed it. The core elements of the standard will entail:
 - A great welcome with a smile
 - Delivering safe, functional, fully equipped and clean accommodation
 - Being available to our guests when they need us
- To ensure accommodation is fit for purpose through checking standards and carrying out repair and maintenance tasks on the interior and exterior of accommodation
- To maintain stock levels of equipment required such as tools and parts
- To train and develop staff to complete maintenance tasks
- To be responsible for ensuring the safe-keeping of company monies and equipment
- To ensure all health and safety procedures are followed and actions arising are completed
- To ensure a good understanding and close working relationship with campsite staff and management
- To communicate effectively to build strong working relationships with internal and external guests and suppliers, that improves customer service
- To work closely with the Repair and Maintenance Technician(s)
- To complete aspects of the Holiday Representative role when required
- To complete other duties as requested by the local management team

Requirements – Maintenance Assistant

Knowledge, Skills and Attitude

Essential

- GCSE (or equivalent) English and Mathematics grade A*-C
- Guest focused
- Competent maintenance skills
- Ability to work as part of a team and independently
- Flexible in approach to duties, working time and location

Preferred

- Working knowledge of a European language (French, Spanish, Italian)
- A full clean driving licence
- Previous practical experience (e.g. gas/electric/plumbing/carpentry)
- Experience of carrying out physical, repetitive tasks
- Communicates in a clear, calm and professional manner
- Recognises and proactively responds to guest needs, solving problems with professionalism
- A working knowledge of numeracy and IT (Google Drive, smartphones, tablets and cloud based systems)

