



**Now Hiring:**

**HEAD OF MAINTENANCE**

McGregor Mountain Lodge, one of Colorado's premier cabin destinations in Estes Park, is currently looking for a dynamic and driven individual to join our team as Head of Maintenance. This stunning property is situated on about 5 acres bordering Rocky Mountain National Park on the sunny slopes of McGregor Mountain about 4.5 miles west of the quaint Town of Estes Park, Colorado. Start each day by being greeted by the elk, bighorn sheep, mule deer, wild turkey, rabbits and other critters that frequent our beautiful property. The Head of Maintenance is responsible for maintaining an impeccable property, managing and completing all daily chores and maintenance projects, and supporting the housekeeping staff by helping with the stripping of cabins in preparation for cleaning and tending to immediate maintenance issues as they arise. They will also work in conjunction with our sister property, Castle Mountain Lodge, in order to complete larger maintenance projects at either property on a need basis. Maintaining open and frequent communications between management is also the responsibility of the Head of Maintenance so as to properly convey the status of current projects and daily operations. Being in proximity of the property (IE Living in Estes Park) becomes critical for after hour emergencies if they should arise. This position is available immediately. Those interested for consideration in this position are asked to submit all correspondence via email to [Chris@WoodMountainManagement.com](mailto:Chris@WoodMountainManagement.com)

**Job Expectations.**

Reporting directly to the Resident Manager, and planning projects with both the Resident Manager and Owners (General Managers), the Head of Maintenance is responsible for overseeing all major and minor projects, immediate maintenance needs, and daily operations and chores with both the housekeeping and managerial teams. This

position is a hands-on position requiring collaboration with all team members as well as face-to-face interaction with guests and vendors. This position also requires a hands-on approach to making sure all of the work gets done around the property in a timely and appropriate fashion. Shifts include six days per week of 8:00 am to 3:00 pm (\*\*generally). Know that some days, depending on the volume of work for the day, do require more time on property to get all work completed. This includes heavy turnover days, days with considerable snowfall, or immediate need or emergency maintenance issues. The ideal candidate will play an integral role in keeping the property and grounds in pristine condition, and create a positive, productive work environment, while being able to work well with all team members. Working Holidays and Weekends are essential to serving our guests to the highest standard and is expected of our Head of Maintenance.

**Intrinsic Values.** The Head of Maintenance MUST possess a set of characteristics and personality traits that set him/her apart from the rest making him/herself an intrinsic member of our team. In your submitted correspondence, please look to elaborate on your strengths and weaknesses, as well as your unique individual characteristics that will set the foundation for your success as McGregor Mountain Lodge's Head of Maintenance. Be sure to include information on any accreditations, certifications, personal hobbies & interests, so that we can have a clear and detailed understanding for who you are, and what you bring to the table.

**Our Mission.** "To serve and nurture relationships with others in highest regard for their needs while creating and maintaining a friendly, clean, and inviting atmosphere providing a memorable and restorative experience."

**Energy, Opportunity, and Growth** are core to your way of being and are essential to succeed with us.

- **You have the Energy** to commit to going 'above and beyond' on everything you do, it is not the exception. You create success and deliver exceptional results. You expect that hard work is required to do great things.
- **You seek Opportunity.** You focus on solutions, not problems. You are naturally inquisitive and big picture focused. You thrive working with diverse teams, and you are deeply committed to our collective success.
- **Your Growth** is about what you and your team accomplish together, and is limited only by your energy and the opportunity you seek. You thrive on diversity in your work, on learning, and helping others learn as well. You effectively manage multiple tasks or projects on time, and you help your team to do the same.

**Essential Job Functions.** The Head of Maintenance responsibilities include, but are not limited to, the following duties:

- **Best In Class Customer Experience.** Above all, you are responsible for ensuring that all guests are shown respect and that they receive exceptional service.
  - Be respectful and attentive to all guests and their needs.
  - Address guest maintenance issues immediately, with a positive attitude, a smile on your face, and display quality work.
  - Anticipate and meet the guest's needs with a service-focused demeanor.
  - Engage with guests and potential guests with the intent of building long-term relationships and thus creating return/happy guests.
  - Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests. This may require communications directly with front desk staff on how to resolve issues.
  
- **Daily Chores and Daily Operations.** The Head of Maintenance is responsible for assuring that all daily chores and checklists are completed in a timely manner and that daily operations are tended to in order to keep the team moving.
  - Oversee daily checklists for start of day and end of day to assure all work is complete. Examples include making sure dumpsters are opened at start of day, closed and locked at end of day, firewood is delivered in the morning, bird feeders are being filled regularly, any trash around the property is picked up, etc...
  - If needed, helping to strip and make beds on heavy check out days.
  - Clear and consistent communication with front desk as to what is needed for the day (immediate maintenance issues, project status, etc...)
  
- **Equipment Operations.** The Head of Maintenance is responsible for driving and operating the various types of equipment needed to operate the lodge. Therefore a valid, and current Driver's License WITH a good Driving Record is requisite.
  - Small John Deere Tractor with front loader and drag.
  - Ford Plow Truck (occasionally with various trailers)
  - Wood splitter, mower, weed, eaters, blowers, chain saws, and other yard equipment.
  - Golf carts
  - Basic maintenance on all equipment a necessity.
  
- **Maintenance.** The Head of Maintenance will be responsible for the overall maintenance of the property in every regard.
  - Hot Tub Maintenance includes servicing, maintaining, and cleaning the community hot tub.
  - Maintain and clean washing machines and dryers.

- Maintain, with housekeeping, all Vacuums
  - Changing Bags regularly, belts, and brushes regularly and also cleaning/changing filters. All vacuums should always be in top running condition
- Maintain and keep a regular service schedule for all golf carts, both pick up trucks, John Deere Tractor, and all yard equipment.
- All smaller plumbing issues need to be immediately tended to including, but not limited to, the repair of leaking faucets, removal and reset of toilets as needed, fixing running or leaking toilets, leaking valves, solder pipes, and replacing thermal couples and zone valves.
- **Various.** Inherent with this position are a wide variety of small property needs that will be the responsibility of the Head of Maintenance. Including but not limited to the following:
  - Yard work, raking, tree trimming, path improvements, dead fall clearing
  - Hauling of Firewood
  - Snow shoveling/Plowing. Report and start shoveling/plowing by 7:30am on snow days.
  - Sweeping of walkways/driveways.
  - Repair wood boxes/sand boxes
  - Chimney sweeping and cleaning.
  - Light landscaping.
  - Repair siding, railings, chairs, bird feeders, and posts as needed.
  - Caulking of tubs
  - Re-grouting of fireplace brick/stone
  - Removal of wall paper
  - Maintain and keep organized garage and tool space
  - Fix broken screens
  - Re string blinds
  - Feed birds
  - Ensure a safe working and guest environment to reduce the risk of injury and accidents. Including Sanding/Salting driveways when ice conditions exist. REMOVAL OF SNOW BEFORE PEOPLE WALK ON IT KEEPS ICE DOWN.

**Painting and Staining.** The Head of Maintenance will assure that all applicable surfaces are kept stained and painted to maintain integrity of surfaces and assure an immaculate looking property.

- Keep exterior buildings, trim, and main cabins/lobby painted and stained in a timely manner. Set up and use scaffolding as needed.
- Keep all interior spaces properly painted, cut, and trim, as well as proper clean up.

- Maintain integrity and appearance of all yard furnishings, railings, decking, and grills.

### **Skills Required**

- Ability to perform above tasks with high quality in a timely manner.
- Exceptional communication skills are a must.
- Exceptionally strong guest focus mentality, with the ability to provide an exceptional lodging experience and hospitality for each guest.
- Exercise integrity in all areas of the lodging operation.
- Multi-task, prioritize and meet deadlines; provide timely follow up on open issues.
- Take personal accountability in getting the job done.

### **Qualifications**

- Maintenance experience a must.
- Excellent communication skills.
- Proven ability to work well with a diverse range of team members.
- Must be physically able to spend the majority of your workday on your feet and be able to push, pull, and lift up to 50 lb.

### **What to Expect from Your Work Experience**

- Be part of an elite team that operates a unique and sought after destination
- Take pride in the beautiful grounds and property that you play an integral role in creating
- Have the ability to demonstrate your unique personality and professional passion
- Continually being challenged with projects and opportunities

### **Compensation & Benefits.** The Head of Maintenance will be offered following benefits:

- Salaried Position + performance based Bonuses
- Vacation Days
- 2 Weeks Paid Vacation (Non-Holiday, Non-Peak) AFTER 1<sup>st</sup> year. 3 Weeks Paid Vacation upon completion of 3<sup>rd</sup> anniversary year.
- Staff Picnics, Meals around the Holidays and other staff functions.