



SERENA HOTELS

SAFARI LODGES AND CAMPS
HOTELS • RESORTS

JOB VACANCY:

Tourism Promotion Services (TPS), Serena Hotels is a collection of 22 up-market hotels, safari lodges, camps and resorts within 7 Countries in the Eastern Africa region (Kenya, Tanzania, Zanzibar, Mozambique, Uganda, Rwanda, DR Congo).

We are currently seeking qualified individual for the position of **Chief Engineer** at Dar Es Salaam Serena Hotels.

Position summary:

The Chief Engineer is responsible for the overall management, operation, and maintenance of all engineering systems and physical infrastructure within the hotel. This role ensures the highest standards of safety, comfort, functionality, and aesthetic presentation in alignment with international hospitality standards.

The Chief Engineer leads the engineering and maintenance team, oversees preventive and corrective maintenance programs, manages capital projects, ensures compliance with local regulations, and maintains uninterrupted operation of mechanical, electrical, plumbing (MEP), HVAC, fire and life safety, and energy management systems.

DUTIES AND RESPONSIBILITIES:

- Ensuring engineering department has strategies aligned to the unit and engineering group strategy.
- Familiarize with the critical path for all Unit projects to ensure preparedness and smooth running.
- Stay abreast of the latest industry trends, technologies, and best practices in engineering and maintenance in hotels.
- Conduct regular SWOT analysis to determine the current position of the hotel's physical products and highlight opportunity/ improvement areas.
- Facilitating certification in quality assurance and excel beyond the minimums (LQA, SGS, HACCP, ISO, OSHA, NEMA, ECO-Tourism, County Government etc.) for the hotel.
- Develop the engineering department's vision and mission statements and ensure they are communicated and understood by all.
- Ensure adherence and compliance to all statutory requirements and company policies relating to engineering in matters safety, health, and environmental in the hotel.
- Ensure adherence to various governmental laws, codes, regulations, and insurance standards, as related to maintenance of equipment and facilities.
- Ensure compliance with data protection policies and procedures as defined for the department.
- Review unit crisis management plans in regard to matters maintenance and the roles of maintenance staff in the plan.
- Ensure overall safety, functionality, and aesthetics of the property and maintenance operations.
- Ensure adherence to the product specification manuals for the department.
- Conduct supplier audits to guarantee quality of products and services in all matters engineering and maintenance.
- Ensure service level agreements with suppliers are implemented and actioned as per contract.
- Provide technical assistance and operational support as required, specifically with regards to environmental conditions, energy utilization and basic function of electrical, air handling, power generation and distribution, structural and mechanical systems.
- Collaborate with architects and designers on property renovations and new construction projects.
- Provide technical guidance, support, and recommendations for equipment installations, removal, movement, upgrades, and replacements and that they meet the required standards.
- Develop and oversee the implementation of comprehensive preventive and predictive maintenance programs for the property.

- Conduct inspections of the property to identify maintenance needs and prioritize repairs/ investments in the unit.
- Oversee effective use of technology in enhancing efficiency in the department plants, systems, and processes.
- Provide management reports on matrix associated with equipment performance on a regular basis.
- Act on guest feedback on matters touching the physical product and maintenance operations.
- Collaborate with other hotel departments to ensure a seamless and exceptional guest experience.
- Address guest concerns related to engineering and maintenance promptly and effectively.
- Avail concepts for the various hotel facilities to assist in designing and conceptualizing the marketing collateral in all platforms.
- Demonstrating consistent adherence to workplace health and safety standards while undertaking maintenance operations

MINIMUM QUALIFICATIONS:

- Bachelor's degree in engineering or a diploma from a technical institution.
- Professional engineering certification or license preferred.
- Over 10 years of on-the-job experience and a minimum of 5 years work experience in a similar position having been exposed to equipment, facility, safety, and OSHA requirements.

COMPETENCES AND CORE VALUES

A) COMPETENCIES

- Able to keep abreast with cutting-edge advancements in engineering and hotel maintenance and be dedicated to excellence.
- Extensive experience in engineering and maintenance management within the luxury hospitality industry, with a focus on five-star hotels or upscale resorts
- Able to think on their feet and clearly communicate their vision to various audiences with excellent problem-solving and decision-making abilities.
- Strong leadership, project management, and team management skills
- In-depth knowledge of building codes, regulations, and safety standards
- Knowledgeable and ability of budgeting to create and manage an approved budget.
- Ability to manage associates and bring out the best, through motivation.
- Exceptional communication, interpersonal, and negotiation skill
- Ability to work effectively in a dynamic and high-pressure environment.

People & Culture Manager.

Sent via email to: jobvacancy.daressalaam@serenahotels.com on or before 28th September 2026.