JOB VACANCY: TECHINICAL SERVICES MANAGER

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 renowned for our presence in magical locations and have the highest reputation for standards and service. We at Serena recognize that human resources are our most important asset, and significant resources are allocated annually towards staff development.

We are currently seeking qualified individuals for the position of **Technical Services Manager – Nairobi Serena Hotel** whose responsibilities will be as outlined below: -

Job Purpose:

The Technical Services Manager will be responsible for the smooth and efficient running of the maintenance department at the Hotel ensuring equipment and facilities are serviced, maintained and repaired effectively and in a timely manner so that the Hotel Operations are not interrupted, no down time is experienced, and guest comfort is guaranteed.

Key Responsibilities

- Provide technical and operational support as required, specifically with regards to state of machinery and equipment, energy utilization, electrical systems, power supply and distribution
- Provide technical guidance, support, and recommendations for equipment installations, upgrades, and replacements and that they meet the required hotel standards.
- Co-ordinate and control functions of fully fledged maintenance department which deals with all aspects of engineering and maintenance works in the hotel.
- Provide guidance and clear instructions to maintenance team members on complex engineering and maintenance issues
- 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 and replacements in the unit.
- Develop and manage the annual maintenance department budget, ensuring efficient resource allocation and cost control.
- Identify opportunities for cost savings and optimization while maintaining high-quality standards.

- Review and approve procurement requests and equipment maintenance, and contracts including appropriate action, method, and negotiations of quotes for repair and upgrading of equipment.
- Regular reviewing of supplier to ensure value for money in departmental purchases and contracts.
- Lead in selection, negotiations with, and management of relationships with contractors, suppliers, and service providers always ensure that the most competitive prices for services and purchases.
- Ensure that contractors adhere to quality and safety standards while meeting project deadlines.
- Maintain reasonable level of spare parts stocks and put in place control measures to ensure no misuse or losses are incurred
- Facilitating certification in quality assurance and excel beyond the minimums (LQA, SGS, HACCP, ISO, OSHA, NEMA, ECO-Tourism, County Government etc.) for the hotel.
- 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 carried out as per contract.
- Demonstrating consistent adherence to workplace health and safety standards while undertaking maintenance operations

MINIMUM QUALIFICATIONS AND EXPERIENCE:

- A university degree in engineering or a diploma from a recognized technical institution. Over 10 years of on-the-job experience and a minimum of 5 years work experience in a similar position having been exposed to hotel equipment maintenance, facility management, safety, and OSHA requirements.

Applicants who have fulfilled the stipulated criteria are encouraged to submit their applications along with certified copies of their certificates to:

Human Resources Director - Tourism Promotion Services - Eastern Africa

Sent via email to: Jobvacancy.kenya@serenahotels.com on or before 15th July 2024