



Job Description – Maintenance Technician

Document Control

Position Title: Maintenance Technician

Department: Facilities and Maintenance

Reports To: Facilities and Maintenance Manager

Version: 1.0

Job Overview

The Maintenance Technician is responsible for performing preventative and corrective maintenance tasks across Grand Royale Group's hotels, restaurants, and event venues. This role ensures all equipment, fixtures, and building systems operate safely, efficiently, and in accordance with brand and WHS standards. The position requires technical expertise, problem-solving ability, and a proactive approach to facility upkeep and guest satisfaction.

Key Responsibilities

Maintenance & Repair Operations

- Perform general maintenance and repair of equipment, fixtures, and facilities.
- Conduct routine inspections to identify maintenance requirements.
- Complete work orders promptly and ensure high-quality workmanship.
- Support preventative maintenance programs and record-keeping.

Electrical, Plumbing & HVAC Support

- Assist with basic electrical, plumbing, and heating/cooling maintenance tasks.
- Monitor operation of utilities and report malfunctions.
- Coordinate with contractors for specialised repair work.
- Ensure compliance with relevant safety and maintenance standards.





GRAND ROYALE

GROUP

Safety & Compliance

- Follow all WHS policies and procedures in daily maintenance activities.
- Maintain safe use of tools, ladders, and machinery.
- Conduct safety inspections and report hazards immediately.
- Participate in emergency and fire safety drills as required.

Teamwork & Communication

- Collaborate with Housekeeping, Front Office, and Food & Beverage teams to respond to maintenance requests.
- Communicate effectively with supervisors regarding task completion and priorities.
- Assist during major projects or refurbishments.
- Maintain a courteous and professional attitude when interacting with guests.

Qualifications and Experience

- Certificate III in Maintenance, Building, or a relevant trade qualification (preferred).
- Minimum 3 years' experience in facility or building maintenance within hospitality or commercial environments.
- Basic electrical, plumbing, or HVAC knowledge.
- Strong problem-solving and troubleshooting skills.
- Understanding of WHS and environmental safety standards.

Skills and Competencies

- Technical aptitude and mechanical understanding.
- Time management and task prioritisation.
- Ability to work independently and under supervision.
- High attention to detail and reliability.
- Commitment to safety and guest service excellence.

Working Conditions

This is a full-time operational role based at Grand Royale Group's properties in Gold Coast, Queensland. The position may involve working flexible hours, including weekends, holidays, and after-hours emergencies.





GRAND ROYALE

GROUP

Key Performance Indicators (KPIs)

- Timeliness and quality of maintenance work.
- Compliance with WHS and maintenance procedures.
- Equipment uptime and preventative maintenance completion.
- Communication and collaboration with team members.
- Guest satisfaction related to maintenance service.

Company Values and Culture

Grand Royale Group values safety, reliability, and attention to detail in property management. The organisation promotes teamwork, accountability, and continuous improvement to uphold its reputation for luxury and operational excellence.

Career Path

This position provides career development opportunities into senior roles such as Senior Maintenance Technician, Facilities Coordinator, or Facilities and Maintenance Manager within Grand Royale Group or the broader hospitality industry.

