

Position Description

MAINTENANCE FOREMAN

SNOWPLANET LIMITED

Organisational Statement

Snowplanet (www.snowplanet.co.nz) is an indoor real snow destination, offering a unique snow sports experience only 20 minutes north of Auckland. The following presents the vision and mission of Snowplanet.

Vision

Our principal objective

To be Auckland's favourite leisure destination

Mission

What we need to do to get there

Sharing awesome snow experiences 365 days a year

The board considers the following key values critical to the achievement of its mission:

- Passion for snow
- Friendly service with a difference
- Commitment to having fun together
- Listen and improve
- Desire to share the experience
- Providing a safe, clean and appealing environment

Purpose

The **Maintenance Foreman (MF)** is responsible for the impeccable presentation of the company's site, building maintenance, and will assist with snow making and grooming. These are vital ingredients of the company's mission, as set out in its stakeholder driven internal mission statement, as follows:

- Guests: deliver a fun, safe and rewarding experience;
- Staff: create a supportive and exciting work environment built on excellence; and
- Shareholders: drive performance through growth and accountability.

The MF will be a 2 IC to the Maintenance Manager (MM). You will acquire a good knowledge and understanding of the maintenance of the cold and warm side of the facility as you will act as the main communicator between the night and day shifts and to the MM. This knowledge and communication are essential to ensure the smooth running of the department especially in the absence of the MM.

You will assist in the planning and delivery of an appropriate range of cost saving initiatives, and implementing programs to improve overall efficiency and effectiveness. Providing outstanding teamwork, your communication skills will be excellent. You will have a great eye for detail, to ensure all tasks are completed correctly, and can foresee any possible issues before these impact our operations. You will be proactive in resolving any issues and will own these through to resolution. You will enjoy a fast-paced environment and will be able to thrive in an area with continual changes. You will enjoy physical work and will be fit and able to complete hands on work.

As part of our Maintenance Team, you will work closely with our Maintenance Manager, to ensure a seamless customer journey.

Principal Responsibilities

The MF is responsible for maintaining and where applicable improving Snowplanet's site, facilities and buildings, carrying out the relevant maintenance and upkeep. You will be required to work both on the snow and around the general site. You will be key in insuring there are no disruptions to the business that impact its functionality and operations. The role is a hands-on role with emphasis on supporting the day-to-day operation of the business, with particular reference to the following focus areas:

Snow Dome

- Undertake regular slope inspections
- Assist as and when required with park changes and slope alterations
- Assist as and when required with larger maintenance issues
- Backup groomer driver to cover night crew when required

Maintenance and repairs of building interior

- Upkeep of general indoor maintenance
- Maintenance of building exterior
- Arrange annual cleaning of exterior walls and doorways
- Assistance where required in repairs to roof surface and gutters
- Maintenance of floor and wall surfaces

Site maintenance

- Maintenance and mowing of lawns (ride-on mower), spraying of weeds and removal of loose rubbish, to ensure an immaculate presentation of the Snowplanet site at all times
- Maintenance and upkeep of trees, planting and shrubs with particular emphasis on those in direct sight of the guests
- Maintenance and cleanliness of car park, on-site roading and driveway, arranging replacement of skip bin, dealing to matters such as potholes, painting of yellow & white car parking lines etc.

Working relationships with external contractors and regulatory officials

- Where aspects of the task assignment cannot be delivered in-house due to the scale or complexity of tasks, the MF is to identify and engage with suitable contractors to undertake such tasks. The MF will on all such assignments ask at least two contractors to price the job and will maintain a record of tender submissions and reasons for granting jobs to contractors. The MF will liaise with the MM on setting appropriate limits of authority in relation to outsourced jobs.
- The MF will work closely with the MM on the achievement of a building warrant of fitness (BWF) and insurance compliance by the due dates for all three Snowplanet buildings

Co-ordination of activities with the Snowplanet organisation

- Establish clear lines of communication with other members of the Snowplanet team in relation to the nature and timing of planned maintenance and repair activities
- Plan all maintenance and repair activities so that these can be accommodated by the organization with minimal disruption to the guest experience

Internal relationships

The MF will be responsible for developing and maintaining key internal relationships, including those with:

- The Resort team and its Manager, who support the delivery of an immaculate on-snow experience to our guests by ensuring the snow hall has good-quality, well-maintained lifts and a clean, appealing snow environment at all times; and
- Casual staff and senior management, with 12 permanent staff and up to 100 casual staff on the payroll, depending on the time of year.
- Joint management of the night shift

External relationships

The MF will be responsible for managing key external relationships, including those with:

- Guests, when working during operating hours;
- Contractors;

On-call nature of role

The MF understands and acknowledges that the role requires the MF to be available for special projects which will be at hours to best suit the business needs with minimal disruption to business. It also requires on call weekends shared with the MM for break down scenarios that can affect the running of the business.