



Position: MAINTENANCE MANAGER

Work Location: In-Person; Santa Fe, NM

Status: Full-Time

Estimated Salary Range: \$70,000 - \$80,000, DOE

Qualifications: 5-7 years experience in facilities management, maintenance, engineering, or related field, with a minimum 2 years supervising a team, prior experience in lodging a plus; Optional Certified Maintenance Manager (CMM) or similar certifications and/or certifications in specific systems or equipment, such as HVAC, electrical systems, or plumbing

Reports to: Duke Klauck, Owner/Founder

Last Updated: July 2024

Job Summary:

The Maintenance Manager provides day-to-day oversight of maintenance operations, responsible for the safety, reliability, and efficiency of facilities and equipment; ensuring that facilities are well-maintained, equipment is functioning correctly, and operations run smoothly in a manner that aligns with Ten Thousand Waves' mission and values. Success in the role requires an adept problem solver and communicator who is highly organized and able to effectively manage adversity all while navigating the challenges that come from supporting a customer focused and dynamic business.

Responsibilities:

- Diagnose and resolve issues with Spa, Lodging, and Restaurant mechanical rooms, plumbing, electrical systems and facilities. Including but not limited to the following tasks:
 - Design and engineer plumbing system layout for new installations.
 - Basic IT mechanical and assistance.
 - Vehicle upkeep management.
 - Pest control management.
 - Snow removal and other weather-related grounds maintenance.
- Plan, oversee, address and delegate projects, tasks, and daily help desk orders within tubs, maintenance, and gardening.
- Coordinate maintenance work with operations and other departments to minimize disruptions
- Supervise, facilitate communication, and follow-through of all daily-tasks and projects with maintenance staff, related departments, and outside contractors to ensure timely completion.
- Ensure all maintenance activities comply with health and safety regulations
- Report status, issues, and completion of tasks and projects to stakeholders, including head of maintenance, related department heads, Ten Thousand Waves COO, and owner.
- Establish and enforce preventive maintenance programs to minimize downtime and extend equipment life

- Facilitate the training of new staff members regarding operations, grounds, and standard procedures and identify ongoing training needs and opportunities for all maintenance team members
- Monitor performance, provide guidance and feedback to maintenance team members, fostering a positive and collaborative work environment
- Procure, allocate, manage, and maintain inventory of supplies, parts and materials.
- Develop, implement, and oversee maintenance schedules and necessary checklists for all equipment and facilities.
- Manage the maintenance budget, monitoring and controlling costs, including associated administrative financial tasks such as GL coding of departmental orders.
- Manage relationships and negotiate contracts with external contractors and service providers.

Required Skills/Abilities:

- Proficiency in understanding and repairing mechanical systems, electrical systems, HVAC systems, and other related technologies.
- Certification as a Certified Pool Operator or ability to attain that certification.
- Experience in developing and implementing preventive maintenance programs to reduce downtime and extend equipment life.
- General computer literacy, including MS Office and Google Suite.
- Strong leadership and team management skills to oversee and motivate a team of maintenance technicians.
- Experience in managing budgets, controlling costs, and optimizing resource allocation for maintenance operations and special projects.
- Strong analytical and problem-solving skills to diagnose and resolve complex maintenance issues efficiently.
- Excellent verbal and written communication skills for effective interaction with team members, other departments, and external vendors.
- Knowledge of industry-specific regulations and standards (e.g., OSHA, EPA) and ensuring the facility's compliance.

Working Conditions and Physical Requirements:

- All season, outdoor environment including seasonal heat, snow, and ice
- Mountainous, steep, and uneven terrain accessible via stairs and trails
- On call for any and all maintenance emergencies
- Early mornings, weekends, holidays, and occasional overnight shifts may be required
- Ability to lift 40 lbs
- Valid driver's license and/or certification to operate a snow plow, bobcat, and/or similar equipment