



# JOB DESCRIPTION

## Operations & Maintenance Officer

**Department:** Operations / Administration

**Position:** Operations & Maintenance Officer

**Reports To:** Management / Operations Manager

**Location:** Svens Holding Company Pvt Ltd / Assigned Outlets

### Job Purpose

The Operations & Maintenance Officer is responsible for ensuring that the company's restaurants, offices, guesthouse, equipment, facilities, and other operational areas are properly maintained and functioning efficiently.

The position involves coordinating maintenance work, handling repairs and service requests, following up with technicians and contractors, conducting regular inspections, and supporting the smooth day-to-day operation of all company facilities.

### Key Responsibilities

#### 1. Maintenance & Repairs

- Conduct regular inspections of company outlets, buildings, equipment, and facilities.
- Identify maintenance issues and arrange repairs promptly.
- Coordinate with electricians, plumbers, AC technicians, refrigeration technicians, carpenters, painters, and other service providers.
- Follow up on pending maintenance requests until completion.
- Ensure emergency maintenance issues are attended to without unnecessary delays.
- Maintain records of repairs, servicing, and maintenance activities.

#### 2. Preventive Maintenance

- Prepare and maintain preventive maintenance schedules for equipment and facilities.
- Ensure regular servicing of AC units, refrigerators, freezers, kitchen equipment, electrical systems, plumbing, water systems, and other essential equipment.
- Monitor equipment condition and report potential problems before they become major issues.
- Keep records of service dates and upcoming maintenance requirements.

#### 3. Operations Support

- Support the management team in ensuring all outlets are operational and properly maintained.
- Coordinate maintenance requirements between different branches and departments.



- Assist with outlet openings, renovations, relocations, installations, and other operational projects.
- Ensure maintenance work does not unnecessarily disrupt business operations.

#### **4. Contractors & Suppliers**

- Coordinate with external contractors and maintenance companies.
- Obtain quotations when required and submit them to management for approval.
- Monitor contractors while work is being carried out.
- Check completed work and report any issues or incomplete work.
- Maintain a list of reliable technicians, contractors, and service providers.

#### **5. Equipment & Asset Management**

- Maintain records of company equipment and major assets.
- Monitor the condition and functionality of operational equipment.
- Report damaged, faulty, or unsafe equipment to management.
- Coordinate repairs, servicing, replacement, or disposal of equipment as required.

#### **6. Safety & Compliance**

- Regularly check electrical, plumbing, fire-safety, kitchen, and other facility-related risks.
- Report safety hazards immediately.
- Ensure maintenance work is carried out safely and according to company requirements.
- Assist management with inspections and compliance-related maintenance requirements.

#### **7. Documentation & Reporting**

- Maintain maintenance request records and follow-up reports.
- Prepare regular reports on completed and pending maintenance work.
- Keep records of maintenance expenses, quotations, invoices, and service agreements.
- Report recurring problems and recommend solutions to management.

#### **Daily Responsibilities**

- Check and follow up on maintenance requests from all outlets.
- Visit outlets when required to inspect reported issues.
- Coordinate technicians and contractors.
- Follow up on ongoing repair and maintenance work.
- Update management regarding urgent or unresolved issues.
- Ensure completed work is properly checked before closing the request.



## Requirements

- Diploma or degree in Facilities Management, Engineering, Maintenance, Operations, or a related field is preferred.
- Minimum **1–2 years of relevant experience** in maintenance, facilities, operations, or hospitality.
- Experience working with restaurants, hotels, commercial buildings, or multiple outlets will be an advantage.
- Good knowledge of basic electrical, plumbing, AC, refrigeration, and general maintenance.
- Good communication and coordination skills.
- Ability to work independently and handle multiple maintenance requests.
- Good organizational and record-keeping skills.
- Ability to respond to urgent maintenance issues when required.
- Valid driving license is an advantage.

## Key Skills

- Maintenance coordination
- Facilities management
- Contractor management
- Problem-solving
- Preventive maintenance
- Basic technical knowledge
- Time management
- Communication and follow-up
- Record keeping
- Team coordination

## Working Conditions

The officer will be required to travel between the company's different outlets and facilities as needed. The position may require handling urgent maintenance issues outside normal working hours, particularly for critical operational problems affecting restaurants, hotels, equipment, or other business facilities.

## Performance Expectations

The Operations & Maintenance Officer is expected to:

- Minimize operational disruptions caused by maintenance issues.
- Ensure maintenance requests are followed up and completed on time.
- Maintain company facilities and equipment in good working condition.
- Reduce recurring maintenance problems through proper preventive maintenance.
- Maintain accurate maintenance and service records.
- Ensure contractors and technicians complete work to the required standard.
- Communicate important maintenance issues to management promptly.

