



Title: Facilities Maintenance Technician
Reports to: Director of Facilities and Facilities Manager

Discovery Land Company creates one-of-kind environments that provide individuals and families the freedom, security, and resources to learn, grow, and play in some of the most beautiful places in the world. Through these environments, Clubs foster relationships, share unforgettable and life-changing experiences, embrace well-being, and inspire pure expressions of love, joy, compassion, and gratitude in all forms.

At Gozzer Ranch we believe that meeting the mission stated above is a promise we get to deliver on every day. Gozzer Ranch Employees use their personal talent, passion, and resources to meaningfully integrate with diverse cultures and communities to create a viable and fun world for future generations, we do this by operating from our company's unwavering values, learning, growing, and adjusting as we go.

As a Facilities maintenance technician for Gozzer Ranch you will be part of creating the Gozzer Ranch Experience. You may be asked to perform other tasks (outside of your key areas of responsibility) from time to time based on business needs. While performing all tasks at Gozzer Ranch we require passion and behavior that embodies our company values:

- PEOPLE ARE OUR PRIORITY
- WE RESPECT PEOPLE, PLACES, AND CULTURES
- WE DO THE RIGHT THING
- WE BELIEVE IN HAVING FUN

Your key areas of responsibility are outlined below:

Key Area #1: Member Experience and Vibe

- Ensure that each member and member guest receive outstanding service in a friendly environment. This includes promptly and professionally greeting and acknowledging every member and member guest, maintaining outstanding service standards, and possessing solid product knowledge.
- Communicate with membership to create an honest relationship where their service needs, food and beverage selections, and other dining-related services are known to you and your team.
- Exceed member and member guest expectations.
- Create 100% guest satisfaction by providing our Gozzer brand behavior and genuine hospitality.

- Give personal attention and take personal responsibility for a member and member guest experience.
- Promoting services and activities provided to Gozzer Ranch members.
- Understanding member and member guest needs. Provide them with personalized solutions by suggesting activities and facilities provided by the Club.
- Assisting in creating the service vibe with your team through service-minded experiences.

Key Area #2: Teamwork

- Work intentionally to include all co-workers to include peers.
- Support Club wide services and events when possible.
- Create good working relationships with ALL Gozzer Employees.
- Maintain a courteous attitude toward ALL Gozzer Employees.

Key Area #3: Daily Operations

- Maintain all operation buildings/structures and temporary office trailers.
- Performs various duties involving plumbing, carpentry, electrical, and HVAC systems.
- Communicate information related to tasks and projects that will impact service within other departments.
- Keep work areas neat, organized and clean-up job sites appropriately.
- Maintain adequate inventory of necessary parts for repairs.
- Perform routine preventive maintenance on all the department's equipment including but not limited to: HVAC systems, water pumps, sewer lift pumps, refrigeration equipment, kitchen equipment and appliances, lighting and electrical systems, life and safety systems, and pool equipment.
- Identify any issues regarding safety, hazardous conditions, or maintenance needs.
- Manage building check lists to ensure the building assets are managed and serviced according to schedule.
- Recommend (based on service and repairs) additional services such as painting, repair work and renovation.
- Any other duties as assigned.

Key Area #4: Events

- Responsible, along with the rest of the team, for ensuring that events are delivered, managed, and operated to the highest standards.
- Maintain and help the events team with creating event spaces that meet the Gozzer experience.
- Assist the events team with all electrical, data and portable resources for events.

Knowledge, Skill, and Abilities:

- Proven and relevant experience in a similar setting
- Detail-oriented and the ability to work consistently to the highest standards.
- Excellent verbal and written communication skills

- Plumbing knowledge to address leaks, clogs or other drainage problems.
- Electrical wiring capabilities to manage problems with the building's electricity.
- Carpentry ability to handle basic repairs around the building.
- Interpersonal skills to interact with employees or residents of the building in a pleasant manner.
- Attention to detail to ensure that all jobs are completed in an exemplary manner and any potential hazards or warning signs of problems are not overlooked.
- Physical stamina to handle a full shift of being active and working on the building.
- Ability to work effectively with all personality types.
- Ability to understand and carry-out verbal and written instructions independently.
- Ability to perform mathematical calculations correctly.
- Ability to work weekends, holidays, morning, and nights
- Ability to work in all weather conditions and temperatures to include inside and outside areas
- Ability to perform light physical tasks, exerting up to 25 lbs. of force on a frequent basis and up to 75 lbs. on an occasional basis independently or with help
- Ability to perform such activities as grasping, lifting, reaching, crouching, walking, sitting, and carrying.

About Discovery Land Company Founded in 1994 by Michael S. Meldman, Discovery Land Company specializes in building luxury residential private club communities and resorts throughout North America. We have grown to be the premier player in the high-end resort residential niche with 20 world-class projects in our portfolio. Our communities are distinct with their architectural styles, world-class amenities, and high levels of service. We don't build buildings, but rather we build settings where families can create intergenerational memories and enrich their lives in exquisite and untouched sanctuaries. These settings offer a casual and comfortable sense of community through outstanding clubhouses, premier golf courses, welcoming staff, world-class culinary offerings, and outdoor pursuits. To ease and enrich your experiences, Discovery holds itself to the highest of service standards. Every decision we make is driven by one fundamental objective: to make the time you spend with the people you care about most not merely enjoyable, but memorable. We are extremely grateful to be recognized as one of the world's top mid-sized employers for 2018 by Forbes magazine. For more information about our company - <http://www.discoverylandco.com>

About Gozzer Ranch Golf & Lake Club Gozzer Ranch offers the perfect setting for living life to its fullest amid the grandeur and undisturbed beauty of the great Northwest. Whether you choose to spend these moments teaching your son or daughter to bait a hook, pampering yourself with a spa treatment, enjoying an unforgettable round of golf, or sailing in the summer breeze, these are the kinds of moments that create memories that will be cherished for generations to come - <http://gozzerranchclub.com>



Title: Janitorial Supervisor

Reports to: Director of Facilities & Facilities Manager

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As the Janitorial Supervisor for Gozzer Ranch you will be part of creating the Gozzer Ranch Experience. You may be asked to perform other tasks (outside of your key areas of responsibility) from time to time based on business needs. While performing all tasks at Gozzer Ranch we require passion and behavior that embodies our company values:

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- **WE RESPECT PEOPLE, PLACES, AND CULTURES**
- **WE DO THE RIGHT THING**
- **WE BELIEVE IN HAVING FUN**

Your key areas of responsibility are outlined below:

Key Area #1: Leadership

- Directly oversee employee performance by leading employees to being the best they can be
- Conduct team meetings to discuss daily / weekly / monthly tasks and events
- Prepare and communicate employee schedules to provide adequate coverage for all operational areas under your leadership. Ensure schedules are sent out timely so employees have time to prepare for their work schedule while also having the ability to plan and organize personal life needs
- Develop and inspire a sense of urgency and motivated attitude amongst your team. Coach in a manner that brings the best out of people daily
- Provide equal and fair opportunities for all employees

- Clearly communicate property information to all employees
- Provide recognition on a regular basis to support employee retention
- Find solutions to any problems that arise concerning services
- View one leadership video each month

Key Area #2: Member Experience and Vibe

- Ensure that each member and member guest receive outstanding service in a friendly environment. This includes promptly and professionally greeting and acknowledging every member and member guest, maintaining outstanding service standards, and possessing solid product knowledge
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- Exceed member and member guest expectations
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- Give personal attention and take personal responsibility for a member and member guest experience
- Promoting services and activities provided to Gozzer Ranch members
- Understanding member and member guest needs. Provide them with personalized solutions by suggesting activities and facilities provided by the Club
- Assisting in creating the service vibe with your team through service-minded experiences.

Key Area #3: Teamwork

- Work intentionally to include all co-workers to include peers
- Support Club wide services and events when possible
- Create good working relationships with ALL Gozzer Employees
- Maintain a courteous attitude toward ALL Gozzer Employees

Key Area #4: Daily Operations

Key Responsibilities:

- Responsible for the cleanliness and beautification of all club buildings and outlets
- Build, maintain and lead janitorial night and day lobby teams
- As a member of the Facilities team, you must effectively lead day-to-day janitorial activities and projects. Implement and contribute to the refinement of janitorial maintenance policy and procedures, best practices, and preventative maintenance plans.
- Responsible for "FULL means FULL" janitorial attitude
- Understand when and how to move team members to high usage areas to make sure all areas stay clean during high traffic times and events
- Track and maintain inventory of club amenities
- Track and maintain cleaning supplies
- Find cost savings in day to day operations and product usage

Key Area #5: Events

- Responsible, along with the rest of the team, for ensuring that events are delivered, managed, and operated to the highest standards.
- Maintain and help the events team with creating event spaces that meet the Gozzer experience.

Key Area #6: Knowledge, Skill, and Abilities:

- Proven and relevant experience in a similar setting
- Detail-oriented and the ability to work consistently to the highest standards.
- Excellent verbal and written communication skills
- Interpersonal skills to interact with employees or members in a pleasant manner.
- Attention to detail to ensure that all jobs are completed in an exemplary manner and any potential hazards or warning signs of problems are not overlooked.
- Ability to work effectively with all personality types
- Ability to understand and carry-out verbal and written instructions independently
- Ability to perform mathematical calculations correctly
- Ability to work weekends, holidays, morning, and nights
- Ability to work in all weather conditions and temperatures to include inside and outside areas
- Ability to perform light physical tasks, exerting up to 25 lbs. of force on a frequent basis and up to 75 lbs. on an occasional basis independently or with help
- Ability to perform such activities as grasping, lifting, reaching, crouching, walking, sitting, and carrying.

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Title: Janitorial / Lobby Attendant
Reports to: Janitorial Manager/ Director of Facilities

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Your key areas of responsibility are outlined below:

Key Area #1: Member Experience and Vibe

- Greet our member and member guests promptly upon arrival
- Always provide our member and member guests prompt and professional service
- Exceed member and member guest expectations
- Create 100% guest satisfaction by providing our Gozzer brand behavior and genuine hospitality
- Give personal attention and take personal responsibility for a member and member guest experience

Key Area #2: Teamwork

- Work intentionally to include all co-workers
- Create good working relationships with ALL Gozzer Employees

- Maintain a courteous attitude toward ALL Gozzer Employees

Key Area #3: Daily Operations

- Clean the interior of buildings including floors, carpet, rugs, windows and walls
- Disinfect commonly used items like desks, door handles, office tools and phones
- Maintain cleaning inventory, letting managers know when new products are needed
- Pick up trash everywhere on property
- Empty trash and recycling bins
- Stock and maintain supply rooms
- Vacuum, sweep and mop floors
- Clean and maintain restrooms
- Washing and clean windows and mirrors
- Notify supervisors of unsafe conditions
- Operate floor scrubbers and other equipment
- Dust furniture and fixtures

Knowledge, Skill, and Abilities:

- Prior Janitorial or Lobby attendant experience, preferred
- Have a good mode of transportation
- Show up to work on time
- Possess basic computer knowledge
- Ability to work effectively with all personality types
- Ability to understand and carry-out verbal and written instructions independently
- Ability to work weekends, holidays, morning, and nights
- Ability to work in all weather conditions and temperatures to include inside and outside areas
- Ability to perform light physical tasks, exerting up to 25 lbs. of force on a frequent basis and up to 75 lbs. on an occasional basis independently or with help
- Ability to perform such activities as grasping, lifting, reaching, crouching, walking, sitting, and carrying.

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