

# Maintenance Officer

Operations — Property & Infrastructure

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|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Position Title | Maintenance Officer                                                                                                                           |
| Department     | Operations — Property & Infrastructure                                                                                                        |
| Reports To     | Lodge Manager                                                                                                                                 |
| Work Location  | Enkare Emmanyata Lodge, Lake Manyara, Tanzania                                                                                                |
| Contract Type  | Permanent / Open-Ended — Following 6-Month Probation                                                                                          |
| Application    | Apply via <a href="https://enkare.co.tz/careers">enkare.co.tz/careers</a> or email <a href="mailto:hello@enkare.co.tz">hello@enkare.co.tz</a> |
| Closing Date   | 15 July 2026                                                                                                                                  |

## Role Purpose

The Maintenance Officer keeps Enkare running. Every villa that is cool in the afternoon, every light that works at turndown, every vehicle that starts in the morning — these are the results of this role done well. At a small luxury lodge, maintenance is not a back-of-house afterthought. It is a core part of the guest experience. A broken shower in Villa 4 is a guest relations problem. A reliable generator is a promise kept. The Maintenance Officer at Enkare is trusted to work independently, escalate correctly, and care about the physical integrity of this property as much as any guest-facing team member does.

## Key Responsibilities

### PREVENTIVE MAINTENANCE

- Implement and maintain the Enkare Preventive Maintenance Schedule across all villas, common areas, and infrastructure
- Conduct daily property walk-throughs — inspect all mechanical, electrical, plumbing, and structural elements
- Maintain the generator: fuel levels, oil changes, load testing, and scheduled service
- Service all vehicles according to the manufacturer schedule — in coordination with drivers
- Maintain all kitchen equipment in partnership with the Head Chef — deep clean and service calendar
- Inspect and maintain all outdoor structures: fencing, gate, pathways, outdoor furniture, and landscaping elements

### REACTIVE MAINTENANCE

- Respond to all reported maintenance issues within 1 hour during the working day
- Triage urgency correctly: guest-impact issues (air conditioning, hot water, power, locks) are Priority 1 — addressed before anything else
- Complete the maintenance log for every job: issue reported, time attended, action taken, resolution

- Coordinate with external specialists (electricians, plumbers, solar technicians) — prepare sites, supervise work, sign off completion
- Manage the maintenance supplies store — maintain stock levels and report shortages to Lodge Manager

#### UTILITIES & SUSTAINABILITY

- Monitor power consumption — solar generation, battery levels, and generator runtime — report daily
- Monitor water tank levels and pump function — report any anomalies immediately
- Manage waste disposal according to the Enkare environmental policy — separation, composting, correct removal
- Identify opportunities to reduce energy and water consumption and propose improvements to Lodge Manager

## Required Qualifications & Experience

- Certificate or vocational qualification in electrical, plumbing, mechanical, or general building maintenance
- Minimum 2 years of maintenance experience in a lodge, hotel, construction, or similar environment
- Practical competence across multiple trades: basic electrical, plumbing, carpentry, and general repairs
- Experience with diesel generators — operation, monitoring, and basic servicing
- Valid Tanzanian driving licence — ability to operate the lodge pickup for supplies
- Able to read and apply maintenance manuals and safety data sheets
- Basic English literacy for completing maintenance logs and reading instruction manuals

## Personal Attributes

- Takes ownership — never leaves a problem for tomorrow if it affects a guest today
- Methodical — completes maintenance log entries for every job, every time, without being reminded
- Technically curious — wants to understand how things work, not just fix the symptom
- Calm and solution-focused in emergencies — the lodge's response to a power cut depends on this person
- Physically capable and comfortable working outdoors in all weather conditions
- Discreet and professional — works in and around guest areas with minimum disruption

## What Great Looks Like in This Role

A great Maintenance Officer at Enkare is the person no guest ever notices — because everything just works. The shower is hot. The lights come on at the right moment. The gate opens silently. When something does go wrong, they are already there, already fixing it, already thinking about how to make sure it cannot happen again. They take as much pride in the property as any other member of the Enkare team — because they understand that a cracked tile in a bathroom is not a maintenance failure. It is a guest experience failure.

Compensation & Benefits

Competitive salary above Tanzanian market rate for this trade and experience level. Package includes meals on shift, uniform, NSSF, performance bonus, accommodation on property where available, and 28 days annual leave. Tools and PPE provided by Enkare.

| CULTURE                                            | CONSERVATION                                               | COMMUNITY                                      |
|----------------------------------------------------|------------------------------------------------------------|------------------------------------------------|
| We share and protect Maasai culture authentically. | We protect the Lake Manyara ecosystem in everything we do. | We build livelihoods for the people around us. |

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*"If we take care of the culture, the culture will take care of us in return." — Enkare*

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