



**Antares Restaurant Group Ltd**  
**Position Description – Maintenance Technician**

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**Position Title:** Maintenance Technician

**Reports to:** Restaurant Manager

**Key Relationships:**

**Internal:** Team Members  
All Managers within the restaurant  
Team Trainer  
Production and Service Coordinator

**External:** Guests  
Suppliers  
Service Providers

**BK Compass:**

**Straight Up**

**I do the right thing BKos it's right**

- I communicate openly and honestly
- I stand up for what is right
- I do things the right way

**Own It**

**BKos I do what I say**

- I take responsibility for my actions
- I fix it if its not right
- I get stuck in to achieve results

**Team Up**

**BKos together we can achieve anything**

- We unite towards a common goal
- We respect everyone
- We look after each other

**Bring It**

**BKos we make it fun**

- We bring a positive attitude
- We get fired up
- We have a laugh

**Burger King® Vision**

“Single Most Loved Burger Brand”

**The Guest Promise**

Burger King® is flame grilled burgers, fries and soft drinks at a good value, served quickly and consistently by friendly people in clean surroundings.

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**Position Purpose:** To carry out scheduled maintenance and cleaning as per Health & Safety requirements and Burger King procedures.

**Objectives and Accountabilities:**

KEY RESULT AREA	ACCOUNTABILITIES
<b>Equipment Maintenance</b>	<ul style="list-style-type: none"> <li>• Broiler is correctly cleaned and maintained in accordance with weekly and quarterly maintenance schedules</li> <li>• Reduces repairs and break downs</li> <li>• Ensures no preventable break downs</li> <li>• Responsibility is taken for break downs</li> <li>• Managers are informed immediately of equipment that is damaged / needing repair / replacement parts</li> <li>• Shake brushes are correctly cleaned, stored and maintained</li> <li>• Ice maker is correctly cleaned and maintained</li> <li>• Shake machine is correctly cleaned and maintained</li> <li>• Frystation is correctly cleaned and maintained</li> <li>• Coffee machine is correctly cleaned in accordance with weekly schedule</li> <li>• Maintain the restaurant schedule for maintenance, cleaning and repair of equipment</li> <li>• Instructions are followed as set out in training</li> <li>• Protective clothing and equipment is always worn and correctly used as per training</li> <li>• All maintenance is undertaken in accordance with "Clean and Safe" platform</li> </ul>
<b>Cleaning Maintenance</b>	<ul style="list-style-type: none"> <li>• Assists the management team in maintaining a clean and presentable restaurant for the guest</li> <li>• Completes all scheduled cleaning and maintenance</li> <li>• Meet REV brand standards in areas pertaining to maintenance and overall cleanliness of the restaurant</li> <li>• All cleaning is undertaken in accordance with "Clean and Safe" platform</li> <li>• Completes roof/extract checks as per requirements in daily planner</li> </ul>
<b>Inventory Handling</b>	<ul style="list-style-type: none"> <li>• Deliveries are put away within correct / acceptable time frames</li> <li>• All stock is dated correctly</li> <li>• All stock is rotated correctly</li> <li>• Inventory is monitored for expired product</li> <li>• Inventory is kept in a tidy and orderly fashion enabling easy location of items</li> <li>• Managers are informed of any stock control problems</li> <li>• Temperature checks completed and recorded on the delivery docket, delivery verified against receipt and any discrepancies noted</li> <li>• Ensure all lifting guidelines, safety and security practices are adhered to ie back door locked</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Works as part of the overall restaurant team</li> <li>• Undertake other duties as directed by the Manager as and when required</li> <li>• Safe work practices are undertaken in accordance with the Health and Safety policy</li> <li>• Is a member of and actively participates in the Health and Safety committee</li> </ul>
<b>Personal Appearance</b>	<ul style="list-style-type: none"> <li>• Ensures a high standard of personal hygiene and correct uniform is worn at all times in accordance with Burger King Workplace Appearance Policy</li> </ul>

**NOTE:** the precise performance measures for this position will need further discussion between the jobholder and the Manager as part of the performance development system

**Competency Profile:**

COMPETENCY	DESCRIPTION
<b>Technical</b>	Demonstrates appropriate knowledge and skills required to maintain and repair Restaurant equipment to minimize breakdowns and availability of equipment, actively seeks to expand knowledge
<b>Customer Focus</b>	Talks to internal and external customers with warmth, enthusiasm and respect; maintains eye contact with customers and smiles; thinks about customers needs; ensures a good working relationship with all contractors
<b>Personal Integrity</b>	Is seen as someone who is honest, reliable and trustworthy. Admits mistakes. Role models the BK values
<b>Action Orientated</b>	Enjoys getting stuck in and working hard; Can do attitude; Full of energy and enjoys a challenge; works best in a fast-paced busy environment
<b>Interpersonal Skills</b>	Relates well with all sorts of people; Bubbly and cheerful; Acts in a way which helps create a positive, fun team environment
<b>Working Under Pressure</b>	Is able to multi-task and work effectively and efficiently in a busy and fast-paced environment.
<b>Energy and Passion</b>	Demonstrates enthusiasm through body language and verbal communication. Is pleasantly optimistic, positive and this is infectious. Demonstrates pride in their work and encourages this amongst team.

**Experience required:**

Essential: is the absolute minimum the job requires	Preferred:
Good at technical activities gained from working in a trade or handyperson type environment	Customer Service experience
Completion of the following training courses <ul style="list-style-type: none"> <li>- Shake Machine Maintenance</li> <li>- Broiler Maintenance</li> <li>- Coffee Machine Maintenance</li> <li>- Frystation Maintenance</li> </ul>	Experienced at cleaning, maintaining and repairing equipment