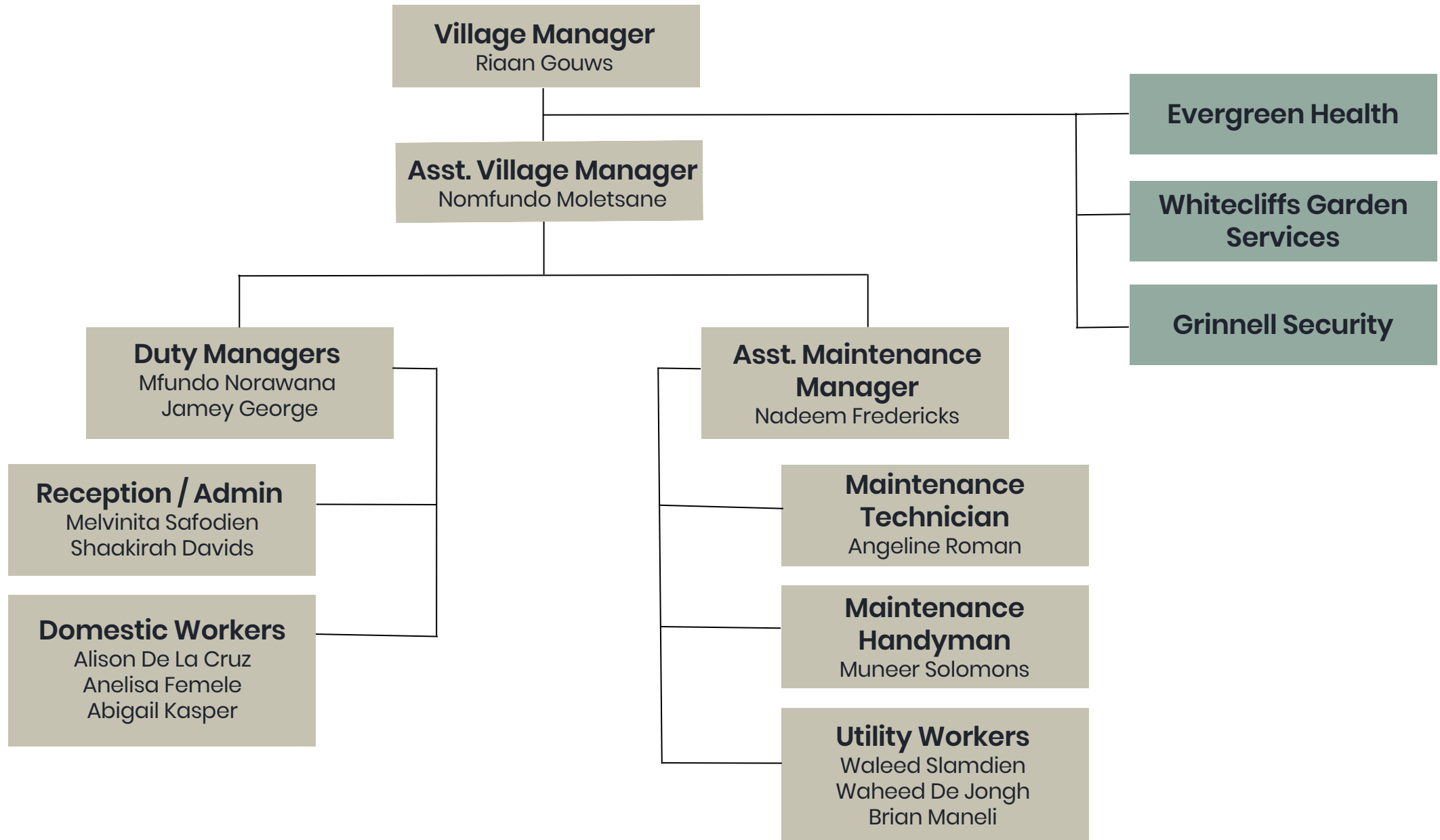


# ORGANOGRAM



# ROLE OVERVIEW

The duties and functions listed below are a broad list of responsibilities the individual team members might be involved in or contribute to the process involving the work that forms part of a function. The roles often change and is flexible to accommodate operational requirements and to play towards individual strengths where team members can contribute to the overall performance and success of the Village.

## Duty Manager



Provides technical and physical support to residents. The Duty Manager also oversees all work schedules, duties and related administration and planning of work to ensure smooth daily operations while ensuring maximum productivity of junior staff members. Provides higher level admin support to Assistant Village Manager.

## Reception / Admin



Maintains an informed, friendly and professional first impression of the Evergreen team at all times. Serves as the first point of contact for residents, external visitors and contractors. Maintains all internal admin and resident . Answer telephones, handles event bookings, manage "away" and visitors lists.

## Domestic Worker



General cleaning of all common areas (e.g. Clubhouse, Gym, Bistro and Apartment building also including) grounds-keeping from time to time to ensure high visual standards. Provides domestic services to individual residents upon booking.

## Asst. Maintenance Manager



Responsible for the overall management of the maintenance team and ensures timeous responses and action regarding all matters related to this department. Completes inspections of reported issues and escalate through the provided channels to appropriate entities.

## Maintenance Technician



Assists with all general and preventative maintenance. Evaluates, provides solutions and feedback to the Assistant Maintenance Manager. Forms an integral part of the technical skillset of the multi-skilled maintenance team. Ensures high levels of productivity within the team including adherence to OH&S protocols.

## Maintenance Handyman



Undertakes all general and preventative maintenance. Evaluates and provides solutions to increase operational effectiveness. Meets high level of productivity and comply with OH&S protocols.

## Utility Workers



General grounds keeping and cleaning of all Village areas to maintain high visual standards and service delivery. Provides additional support to the maintenance team by undertaking general and preventative maintenance under the guidance of the maintenance team if and when required.