

ORGANOGRAM



Village Manager
Riaan Gouws

Evergreen Health

Asst. Village Manager
Kim Whitworth

Whitecliffs Garden Services

Duty Managers
Susan Fraser
Dustin Delpont
Owen Barends

Grinnell Security

Maint. Manager
Aashiq Poole

Reception / Admin
Amanda Norawana
Dominic Speelman
Laeegah Bantam

Maint. Administrator
Garth Daniels

Domestic Workers
Sadlin Africa
Celiwe Nkosi
Kathleen Julies
Carmelita Mentor
Kaashiefa Lakay

Maint. Technician
Roshaan Solomons | Astrid Johannes

Maint. Handyman
Nizaam Lakay

Utility Workers
Khulisile Taki | Adenaan Adams
Llewellyn Abrahams

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 more junior team 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 communication. Answer telephones, handles event bookings, manage "away" and visitors lists.

Domestic Worker



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

Maint. 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 village management and other appropriate entities.

Maint. Administrator



Serves as a second in command in the maintenance department with greater focus on the administrative and logistics part of the running of this department. This role requires a hands on approach based on village structures and the maintenance manager being a shared resource between more than one village.

Maint. 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.

Maint. 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.