

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title: Guest Room A/C Technician

Level: 1

Responsible for: Engineering Department

Date: 01 Sep. 2026

OBJECTIVE:

Every Mercure team member is a "Heartist". A "Heartist" represents Mercure's brand and its values, at all times. The Mercure "Heartist" will establish relationships and foremost, the Mercure "Heartist" will deliver an exceptional guest experience and promote the French Elegance.

MAIN DUTIES:

- Keeps all Air-conditioning equipment in good state of maintenance and repair.
- Checks frequently all major Air-handling units for correct function and performance, cleanliness of filters, drive belt tension, and lubrication of bearings.
- Performs regular preventive maintenance of all Air handling units and Fan coil units' equipment in accordance with the schedule.
- Ensures routine cleaning of fan coil units.
- Carries out repair of air-conditioning equipment when necessary.
- Familiarizes thoroughly with all regulations regarding safety at work and observe these meticulously at the times.
- Observes cleanliness at the place of work and on the job after completion of work.
- Works on maintenance requests from all departments.
- Checks on performance of air-conditioning and chill water systems.
- Cooperates with all engineering colleagues in detection of failures of air-condition system and function set up.
- Effective use of Building Management System (BMS).
- Undertakes all duties and responsibilities in accordance with the relevant work rules and standards.
- Responds immediate to all work requests which concern Health and Safety.
- Responds to guest requests promptly in a professional and courteous manner.
- Completes all work orders with due diligence.

Other

- Works with other technicians whenever required to do so.
- Effective use of Quality Engineering Management System (QEMS).
- Assists with the other Departments.
- Performs any other duties assigned by Supervisor.

Training and Talent & Culture

- Ensure wherever possible that employees are provided with a work place free of discrimination, harassment and victimization.
- Treat complaints of harassment and discrimination promptly and confidentially.
- Treat customers and colleagues from all cultural groups with respect and sensitivity.

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- Identify and deal with issues which may cause cross cultural conflict or misunderstanding.

MISCELLANEOUS:

- All "Heartists" are required to comply with every reasonable request from their hierarchical supervisor(s) within an amount of time that it takes to comply under normal circumstances.
- All "Heartists" may be assigned to other duties in the hotel as and when required by business levels.

GENERAL DUTIES:

Health and Safety:

- Ensure that all potential and real Hazards are reported immediately and rectified
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
- Use safe manual handling techniques and practise safe work habits following Accor Health, Safety and Environment policies, maintain procedures to minimise our impact on the environment and prevent pollution.

Confidentiality:

- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to Accor Internet and Email policy
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.

To be fully conversant with:

- Hotel fire procedures
- Hotel security procedures
- Hotel Health and Safety policy and procedures
- Hotel Facilities and attractions
- Hotel standards of operation and departmental procedures
- Mercure Appearance guidelines
- Mercure vision and its corresponding strategies
- Methods of accepted payment of the company
- Short- and long-term company marketing promotions

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Our team and working environment:

Located along Sheikh Zayed Road in Barsha Heights right next to Dubai Internet City Metro Station. The hotel is nestled in the key business and commercial district of Dubai Media City, Dubai Knowledge Park and Dubai Internet City. Mercure Dubai Hotel offers a unique hospitality experience for business & leisure travellers and well as for long stays at an affordable price. Close proximity to Mall of the Emirates, Palm Jumeirah and major tourist attractions.

An elegant hotel with 1015 suites and apartments spread over 41 floors. Each contemporary room features floor to ceiling windows that have exceptional views of the city & skyline. For meetings, trainings and social events the hotel offers an extensive range of multi-functional meeting and event spaces.

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent.

Disclaimer: Mercure Hotel Suites & Apartments shall provide an equal opportunity in all aspects of employment and career progress when it comes to gender, nationality, religion, ethnicity, disability and shall not tolerate any illegal discrimination or harassment of any kind

Why work for Accor?

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities. By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit <https://careers.accor.com/> Do what you love, care for the world, dare to challenge the status quo! **#BELIMITLE**