Rwanda Ultimate Golf Course Ltd

Job Description

Title: Senior Maintenance Officer

Reports To: Head of Facility

Job Purpose

Rwanda Ultimate Golf Course is a private company created to position Rwanda as the best golfing destination in Africa and one of the greatest in the world. The first project of Rwanda Ultimate Golf Course, to reach this goal, is the Kigali Golf Resort & Villas. The golf course is a real estate masterpiece designed by the world-famous Gary Player. The facility will also include a five-star clubhouse and other amenities.

Rwanda Ultimate Golf Course is looking for an experienced, hands-on facility maintenance supervisor to lead maintenance operations across our clubhouse and golf course facilities.

The successful candidate will be a strong technical leader who can manage people, vendors, systems, and data in tandem, keeping our facilities safe, reliable, and running to the highest standards our members and guests expect.

Key Responsibilities

Team Leadership & Coordination

- Supervise and lead an expanded team of specialized technicians across electrical, plumbing, HVAC, kitchen equipment, painting, and carpentry, among others
- Develop daily and weekly work schedules, assign tasks via the CMMS, and monitor team performance against agreed turnaround times and quality standards.
- Recruit, onboard, train, and mentor technicians; build a culture of accountability, safety, and continuous improvement.
- Conduct regular team briefings and performance reviews, identifying skills gaps and coordinating relevant training.

CMMS & maintenance operations

- Own day-to-day administration of the CMMS: logging work orders, tracking asset history, scheduling preventive maintenance, and maintaining accurate equipment and parts records.
- Use CMMS data and reporting to identify recurring issues, optimize maintenance schedules, and reduce unplanned downtime.
- Oversee routine maintenance, inspections, and repairs across all clubhouse and course systems, ensuring everything is functioning properly and safely.
- Develop and continuously refine preventive maintenance programs for all major systems and equipment to extend asset life and avoid breakdowns.
- Ensure timely resolution of maintenance issues affecting the building structure, fixtures, kitchen, pool, irrigation, and other course-related infrastructure.

Service Provider & Vendor Management

- Serve as the primary point of contact for all external maintenance service providers (e.g., HVAC specialists, elevator/generator technicians, pool systems, specialized wood, kitchen, and other specialized equipment vendors).
- Coordinate provider schedules, scopes of work, and service level agreements; verify quality and completeness of work delivered before sign-off.
- Track provider performance and contract compliance and feed this information into vendor selection and renewal decisions.
- Liaise with suppliers and vendors to source parts, equipment, and materials, negotiating favorable terms where possible.

Problem solving & troubleshooting

- Respond to emergency maintenance calls and troubleshoot technical issues promptly, escalating to specialist providers when required.
- Diagnose problems across electrical, plumbing, HVAC, kitchen, pool, and other systems, and propose effective, cost-conscious solutions.

Quality control & compliance

- Conduct regular inspections to confirm maintenance work meets internal standards, manufacturer specifications, and industry best practice.
- Review and sign off on work completed by both in-house technicians and external providers.

- Ensure all maintenance activities comply with health and safety regulations, including safe handling of tools, equipment, and hazardous materials.
- Implement, communicate, and enforce safety protocols across the team and contracted providers.

Inventory & Spare Parts Management

- Maintain optimal inventory levels for spare parts, consumables, and materials, using CMMS stock tracking to avoid shortages or overstocking.
- Coordinate procurement and stock replenishment with suppliers in a timely, cost-effective manner.

Budget & reporting

- Assist in preparing and managing the maintenance budget, including cost estimates for repairs, preventive maintenance, and service provider contracts.
- Maintain accurate maintenance records within the CMMS, including work completed, parts used, costs incurred, and upcoming schedules.
- Provide regular reports to the head of facilities on maintenance KPIs, system performance, budget status, and upcoming needs.

Qualifications

Education qualification& requirements

- A minimum A1 diploma or bachelor's degree in civil, electrical, or mechanical engineering, or a related technical field.
- Certifications in HVAC, electrical systems, plumbing, or CMMS platforms are an advantage.

Experience

- Minimum of 5 years of experience in facility maintenance, including at least 3 years in a supervisory role.
- Proven experience managing multi-disciplinary technician teams (electrical, plumbing, HVAC, etc.) in a large facility, hotel, resort, or golf course setting.
- Demonstrated experience using a CMMS or similar maintenance management software for work order tracking and preventive maintenance planning.
- Experience managing external contractors or service providers, including reviewing SLAs and contract performance.

skills & competencies

- strong technical knowledge across electrical, plumbing, HVAC, kitchen equipment, pool, and general facility systems.
- proficiency with CMMS platforms and general digital literacy (reporting tools, spreadsheets, email).
- excellent leadership, organizational, and multi-vendor coordination skills.
- strong analytical ability to diagnose problems and propose efficient, cost-effective solutions.
- clear communication skills, both written and verbal, to liaise with team members, suppliers, contractors, and senior management.
- ability to handle challenging situations with composure and diplomacy.
- strong teamwork and cross-department coordination abilities.
- fluency in English (French and/or Kinyarwanda are an added advantage).

Key attributes

- Hands-on leadership approach with a proactive, solutions-oriented attitude.
- Comfortable managing multiple priorities across an in-house team and several external vendors at once.
- High attention to detail and an uncompromising commitment to safety and quality standards.
- Data-driven mindset, comfortable using CMMS reporting to guide decisions.
- discretion and professionalism befitting a premium member-focused environment

Required documents to apply:

- a detailed CV with 3 contacts of professional referees.
- a one-page cover letter with a motivation statement in relation to the responsibilities and requirements for this position.
- copies of academic degree, professional training certificates, and other relevant training certificates.
- a copy of your national ID

how to apply

- The deadline for submitting applications is Monday, **November 09, 2026**, at **17:00 hrs** Kigali time.
- All applicants must send their zipped documents to hr@kigaligolf.rw with the subject line " **Senior Maintenance Officer position**."
- Only selected candidates for interview will be contacted.