JOB DESCRIPTION & PERFORMANCE STANDARDS

Maintenance Technician | Restaurant Operations

Department	Reports To	FLSA Status
Operations / Facilities	Shift Manager / General Manager	Non-Exempt (Hourly)

1. POSITION PURPOSE

The Maintenance Technician is responsible for the ongoing cleanliness, sanitation, and physical upkeep of all interior and exterior restaurant areas and equipment. This position directly supports food safety, employee safety, and the overall customer experience. The standards set forth in this document define the essential functions of the role and serve as the basis for performance evaluations, disciplinary actions, and return-to-work fitness determinations following illness, injury, or leave of absence.

2. ESSENTIAL FUNCTIONS & PERFORMANCE STANDARDS

The following duties are essential to this position. Employees must be able to perform each function consistently and to the standards described, with or without reasonable accommodation.

2.1 Fryer Oil Filtration (Daily)

- Filter all fryers at the start of each shift; clean the filter unit before filtering
- Follow the correct filtering procedure for each fryer type present in the restaurant
- Inspect oil quality using the Oil Quality Management protocol; discard oil that does not meet standards
- Document completed filtration in the Maintenance Log

Performance Standard: Filtration completed every scheduled shift without prompting; no skipped cycles or undocumented completions.

2.2 Exterior & Grounds Maintenance (Daily)

- Inspect and police the parking lot at the start of shift and throughout the day
- Sweep along all curbs; empty, scrub, and replace all exterior trash cans and cigarette disposal units
- Wipe down all patio tables, benches, and exterior seating
- Scrub drive-thru lanes and sidewalks with degreaser as needed
- Clean and spray down cart corrals with degreaser
- Remove cobwebs from building exterior, awnings, and signage
- Wipe drive-thru menu board screens
- Check landscaping for litter; water plants, pull weeds, and rake rocks as needed

Performance Standard: Exterior areas pass visual inspection by shift manager at open, mid-shift, and close.

2.3 Lobby & Dining Area Cleaning (Daily)

- Wipe down all tables, chairs, and booth seats throughout the shift
- Clean baseboards, walls, and window ledges — pull tables away from walls to access
- Wash all interior and exterior lobby windows and glass doors; remove fingerprints from door handles
- Sweep and mop all lobby and dining room floors

Performance Standard: Dining area meets cleanliness standards on all QSC&V evaluations and RGR visits.

2.4 Restroom Cleaning (Daily — Detailed)

- Clean and disinfect mirrors, sinks, toilets, and urinals using approved KAY Card procedures
- Sweep and mop restroom floors
- Wipe down walls behind sinks
- Ensure every stall is stocked with toilet paper; refill all soap dispensers
- Empty and scrub trash cans as needed

Performance Standard: Restrooms cleaned on the scheduled frequency; no customer complaints attributable to restroom condition.

2.5 Kitchen & Production Area Support (Daily)

- Sweep and mop kitchen and production floors on schedule
- Wipe out cooler and freezer interiors including door gaskets, shelving bottoms, and door faces
- Dust vents, light fixtures, and overhead equipment
- Wipe down equipment stacks and food prep surfaces (in coordination with crew)
- Empty and scrub kitchen trash cans as needed

Performance Standard: Kitchen floor and equipment surfaces meet QSC&V cleanliness scores.

2.6 Stock Room & Walk-In Cooler / Freezer (Daily)

- Check and change empty soda syrup bags; wipe down all hose connections
- Cut tabs on new boxes per procedure; close tabs, remove tape, and break down cardboard
- Rotate all stock (first-in, first-out); consolidate like items
- Sweep and mop stockroom floor and tank area (CO2, oil, coke tanks)
- Scrub walk-in cooler and freezer floor mats and floors
- Remove all empty boxes and tape; maintain organized shelving

Performance Standard: Stockroom and walk-ins pass manager inspection; all stock is rotated and organized at end of shift.

2.7 Delivery Receiving (Twice Weekly)

- Unload delivery trucks on scheduled delivery days
- Verify counts against delivery manifest and report discrepancies to the manager
- Stock, rotate, and organize all received product in proper storage locations
- Break down and remove all delivery boxes and packaging materials

Performance Standard: Delivery fully received, stocked, and rotated within designated time window; zero unresolved manifest discrepancies.

2.8 Trash & Waste Management (Daily)

- Empty and reline interior and exterior trash receptacles throughout the shift
- Take out and empty the trash compactor per manager direction
- Ensure trash areas are clean and free of overflow

Performance Standard: No overflowing trash receptacles observed during shift; compactor emptied on schedule.

2.9 Planned Maintenance (Per PM Calendar)

- Complete all planned maintenance tasks on schedule as listed on the 2025 Planned Maintenance Calendar and equipment-specific PM Cards
- Perform HVAC and exhaust unit cleaning per PM Card instructions; remove debris from roof during scheduled maintenance
- Change light bulbs and perform minor repairs within the scope of training
- Document all planned maintenance completions in the Maintenance Log and Planned Maintenance Manual
- Escalate equipment issues beyond scope of training to the manager immediately

Performance Standard: All PM tasks completed on schedule with no overdue items; maintenance log is current and accurate at all times.

2.10 Crew Room & Office Areas (Daily)

- Sweep and mop crew room and office floors
- Wipe down tables, chairs, and counters in crew areas
- Empty and scrub trash cans as needed

Performance Standard: Crew and office areas maintain a clean and sanitary condition throughout the shift.

2.11 Chemical & Safety Compliance (Ongoing)

- Use only approved cleaning and sanitation chemicals per KAY Card instructions for each task
- Wear required Personal Protective Equipment (PPE) for each task type

- Wear ANSI Class 2 safety vest when performing any work in the parking lot or exterior areas
- Follow all safe lifting and carrying techniques; use team lifts for loads over 50 lbs
- Demonstrate safe working-at-height practices when using ladders or step stools
- Know and follow the restaurant emergency response plan including fire evacuation procedures

Performance Standard: Zero PPE violations; zero safety incidents attributable to improper chemical use or unsafe technique.

3. GENERAL PERFORMANCE STANDARDS

- Report to shift on time, in uniform, and ready to work
- Self-initiate tasks without requiring direction for routine duties
- Communicate proactively with the shift manager regarding equipment issues, supply shortages, or safety concerns
- Support crew members with cleaning tasks during high-volume periods
- Complete all assigned Crew Academy training modules including Hospitality, Food Safety, Dining Area & Kiosk, and Safety & Security
- Maintain personal hygiene standards throughout the shift
- Record all completed planned maintenance tasks in the Maintenance Log at time of completion

4. PHYSICAL DEMANDS & WORK ENVIRONMENT

The following table describes the physical demands required to perform the essential functions of this position. This information is used for pre-placement assessments, reasonable accommodation evaluations, and return-to-work fitness-for-duty determinations.

Activity / Demand	Rarely (< 10%)	Occasionally (10–33%)	Frequently (34–66%)	Continuously (> 66%)
Standing / walking on hard surfaces				X
Lifting / carrying up to 10 lbs			X	
Lifting / carrying 11–25 lbs		X		
Lifting / carrying 26–50 lbs		X		
Lifting / carrying 51–75 lbs (team lift)	X			
Pushing / pulling (mop, cart, trash bins)			X	
Bending / stooping / squatting			X	
Kneeling / crawling		X		
Reaching above shoulder height		X		

Activity / Demand	Rarely (< 10%)	Occasionally (10–33%)	Frequently (34–66%)	Continuously (> 66%)
Climbing ladders / step stools		X		
Working at heights (roof, HVAC units)		X		
Handling chemicals / cleaning agents			X	
Exposure to wet / slippery floors				X
Exposure to extreme temperatures (freezer / heat)		X		
Fine motor tasks (light bulb changes, small parts)		X		

Work Environment: Restaurant environment including kitchen (heat, wet floors, grease), walk-in cooler/freezer (cold temperatures), outdoor areas (variable weather), and roof/elevated surfaces. Exposure to commercial cleaning and sanitizing chemicals. Moderate to high noise levels.

5. RETURN-TO-WORK & FITNESS-FOR-DUTY STANDARDS

Before returning to full duty following an illness, injury, or leave of absence, the employee must be able to perform all essential functions listed in Section 2 and meet the physical demands in Section 4, with or without reasonable accommodation.

Releasing Healthcare Provider Must Confirm:

- Employee is released to full duty OR specify any restrictions (e.g., weight limit, no climbing, no chemical exposure)
- Anticipated duration of any restrictions
- Whether restrictions are permanent or temporary

Restrictions That May Affect Clearance for Return:

- Inability to stand or walk for extended periods on hard surfaces
- Weight-lifting restrictions below 25 lbs (limits ability to perform essential receiving and trash duties)
- Restrictions on bending, kneeling, or reaching (limits cleaning and maintenance tasks)
- Restrictions on climbing ladders or working at heights (limits HVAC/roof PM tasks)
- Chemical sensitivity or restriction on exposure to cleaning agents

Note: The restaurant will engage in an interactive process to explore reasonable accommodation options where applicable. Modified duty assignments may be available on a temporary basis at management discretion.

6. PERFORMANCE EVALUATION CRITERIA

This job description serves as the standard against which performance is measured. Employees will be evaluated on:

- Completion rate of daily and planned maintenance tasks (documented in Maintenance Log)
- Cleanliness scores from QSC&V evaluations and RGR visits attributable to maintenance functions
- Compliance with PPE and safety requirements
- Reliability, punctuality, and self-initiation of duties
- Manager and shift leader feedback on communication and teamwork
- Completion of required training modules

Failure to meet the standards described in this document may result in corrective action up to and including termination, consistent with the franchisee's progressive discipline policy.

7. ACKNOWLEDGMENT & SIGNATURE

I have read and understand this Job Description and Performance Standards document. I understand that this document describes the essential functions of my position and the standards to which I will be held accountable. I understand that it may also be used to evaluate my fitness for duty following an illness, injury, or leave of absence.

Employee Name (Print)	**Position / Job Title**
Employee Signature	**Date**
Manager / Supervisor Name (Print)	**Date Reviewed**
Manager / Supervisor Signature	**Return-to-Work Clearance Date (if applicable)**

This document is an optional resource provided for use by independent franchisees. Independent franchisees are exclusively responsible for their own employment-related policies and practices. Any use of this resource does not create a principal-agent or employment relationship with McDonald's Corporation or its subsidiaries.