

GOVERNMENT OF MAHARASHTRA
General Administration Department,
OFFICE OF THE PRINCIPAL SECRETARY & RESIDENT COMMISSIONER,
MAHARASHTRA SADAN COMPLEX, COPERNICUS MARG,
NEW DELHI-110001

ADVERTISEMENT NO. RC/ESTT/176/2014

Position

Multi Task Executive

Date Posted	May 17, 2014
Location	New Delhi
Duration	One Year -Extendable
Organisation Name	Government of Maharashtra, Office of the Resident Commissioner, New Delhi.
Address	Maharashtra Sadan Complex, Copernicus Marg, New Delhi - 110001
Website Address	http://www.maharashtrasadan.org
Job Description	Multi Task Executive is the extended arm of Assistant Manager and is a key professional representing Government of Maharashtra at the cutting edge of management. He/she has enormous responsibilities towards overall quality of delivery in respect of all activities happening in the Guest House.
Terms of Reference	Download from the website
Qualifications	Diploma or higher qualification in Food Production/ Food and Beverage/House Keeping/Front Office Management from a recognised institute/University in India or abroad.
How to Apply	Download the Application Format (Appended hereto) and apply on hard copy addressed to Resident Commissioner, Government of Maharashtra, Maharashtra Sadan Complex, Copernicus Marg, New Delhi - 110001 . Scanned copy of completed application along with annexures will also be acceptable if received before due date.

TERMS OF REFERENCE

GOVERNMENT OF MAHARASHTRA
General Administration Department,
OFFICE OF THE PRINCIPAL SECRETARY & RESIDENT COMMISSIONER,
MAHARASHTRA SADAN COMPLEX, COPERNICUS MARG,
NEW DELHI-110001

VACANCY ANNOUNCEMENT NO. RC/ESTT/176/2014

- Date of Issue : **17.05.2014** Closing Date: **20.06.2014**
- Position Title : **Multi Task Executive (2 Positions)**
[ST-1 (For Select List); VJ / NT -1 (For keeping in waiting list);]
- Organization : Office of the Resident Commissioner,
Government of Maharashtra,
Maharashtra Sadan Complex, Copernicus Marg,
NEW DELHI – 110001.
- Supervisor : Assistant Manager, Maharashtra Sadan.
- Duty Station : New Delhi
- Selection : Short-listing of applicants, interview and Selection shall
be done by a designated committee of Government of
Maharashtra.
- Duration : One Year & extendable further by mutual consent.
- Type of Contract : Individual Service Contract
- Consideration : ` 1,83,840/- per annum (Taxable, Likely to be revised). 1/12th of
the consideration will be paid every month based on
certification of attendance and work done as per terms of
agreement.

Government of Maharashtra strives to have a workforce which reflects social diversity, inclusive governance and gender balance, and applies an equal opportunities and protective discrimination approach as per provisions of Constitution of India.

Purpose of the assignment

Multi Task Executive is a key functionary and representative of Government capable of direct delivery of a wide variety of services at the State Guest House (s) at New Delhi. He/She is also the first level functional supervisor on Government's behalf for the workforce engaged by the private service providers. He/she acts as the eyes and ears of RC and as such he/she has enormous responsibilities towards overall quality of supervision and delivery in respect of all activities happening in the Guest House. In case of failure of service provider, MTE shall be duty bound to take over the task and accomplish them as per laid down/prescribed quality parameters of each task.

Detailed assignment

Government of Maharashtra has established a new State Guest House at New Delhi namely, Maharashtra Sadan in order to provide top class facilities and service matching any international standard. The minimum standard aspired by the Government is ISO 9001. The staff is therefore required to be deployed on **8-hourly shift duty** and should exhibit professionalism of the highest order that believes in and practices TQM principle and targets the Six-Sigma level. Although most of the activities of Maharashtra Sadan have been outsourced, the core function such as overall management, reservation, and collection of cash, security, protocol and core IT remains with government. MTE is the functionary that performs this core function of Government.

Direct Responsibility

- ❖ Reception/seeing off of VVIPs/guests.
- ❖ Escorting VVIP guests to their rooms, ensuring transportation of luggage.
- ❖ Offer personal assistance to VVIPs i.e. H.E. the Governor, Hon. C.M., Hon. Dy. C.M., Hon. Chief Justice & Chief Secretary of Government of Maharashtra as and when they camp at the Guest House.
- ❖ Redressal of grievances of guests.
- ❖ Internal coordination.
- ❖ In case of exigency, take over the desk of Reception Officers, Telephone Operators & Class-IV employees.

Supervisory Responsibility

- ❖ Handling of guests' baggage on arrivals/departures.
- ❖ Cleanliness of complex, rooms, linen, kitchen.
- ❖ Collection of license fee and monthly bills pertaining to electricity and water charges of Canteen & laundry.
- ❖ Keeps effective supervision over house keeping, Pest Control, Fire Extinguishers and Laundry, Front Office Management, Maintenance Engineering, Food Production and Catering, Supervise maintenance of Telephone systems, Television sets, Computers and Internet.

Miscellaneous

Multi Task Executive will work under the overall leadership and guidance of the Resident Commissioner through a defined ladder of intermediary controlling officials. He/she will work closely with the Assistant Manager, Manager, Asst RC and Addl RC in day to day management. The MTE is expected to develop and help Government for partnership building with private service providers and resource mobilization and replication of best practices of hospitality sector in pursuance of Government's stated vision to provide services of international standard. The MTE is expected to coordinate efforts with all branches of RC's Office.

Other assignments that may arise to fulfil partnership and resource mobilization goals.

Requirements	
Education:	12 th Standard pass or above and Diploma or higher qualification in Food Production/Food and Beverage/House Keeping/Front Office Management from a recognised institute/University in India or abroad.
Age	Below 40 years for candidates belonging to General Category as on 31.05.2014. Relaxation for candidates belonging to ST & VJ / NT categories, as admissible.
Experience:	Work experience in the government or private sector organizations desired. Ability to use computers, office software and knowledge management systems shall be given weightage.
Essential Skills	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent verbal presentation skills. <input type="checkbox"/> Ability and willingness to execute any kind of job in hospitality sector including sweeping, moping, cooking, preparation and service of beverage, manning EPABAX, Collection of cash, handling reservation, luggage handling, front office management, gardening etc. <input type="checkbox"/> Ability to explain work in a clear, focused and strategic manner. <input type="checkbox"/> Advocacy, networking and partnership building skills. <input type="checkbox"/> Ability to plan and organize work programmes. <input type="checkbox"/> Strong motivation and self-initiative. <input type="checkbox"/> Excellent team player, consultative and collaborative.
Functional Competencies	<p>Job Knowledge/Technical Expertise</p> <ul style="list-style-type: none"> <input type="checkbox"/> Understands hospitality business as well as the fundamental concepts of Total Quality Management. <input type="checkbox"/> Keeps abreast of new developments in area of professional discipline and job knowledge and seeks to develop him/herself professionally. <p>Promoting Organizational Learning and Knowledge Sharing</p> <ul style="list-style-type: none"> <input type="checkbox"/> Makes the case for innovative ideas documenting successes and building them into the design of new approaches
Language Requirements:	<p>Writing skill: English & Marathi</p> <p>Oral skill: Fluency in English, Marathi and Hindi.</p>
Agreement	Successful candidate will be required to execute an agreement with authorised signatory of Government of Maharashtra in the format prescribed for the engagement.

APPLICATION FORM

INSTRUCTIONS Please answer each question clearly and completely. Type or print in ink. Read carefully and follow all directions	GOVERNMENT OF MAHARASHTRA General Administration Department, OFFICE OF THE PRINCIPAL SECRETARY & RESIDENT COMMISSIONER, MAHARASHTRA SADAN, COPERNICUS MARG, NEW DELHI-110001 ADVERTISEMENT NO. RC/ESTT/176/2014	Do Not Write In This Space Paste your pp photo with 70% face and sign on lower section of the photo						
1(a). Position Applying For :		1(b). Category: [SC, ST, VJ/ NT, OBC, Gen. etc.] Attach copy of Caste Certificate.						
2. Family Name		First name Middle name Maiden name, if any						
3. Date of Birth	4. Place of birth	5. Nationality (ies) at birth						
Day Month Year		6. Present Nationality (ies)						
		7. Gender						
8. Height	9. Weight	10. Marital status						
		<input type="checkbox"/> Unmarried <input type="checkbox"/> Married <input type="checkbox"/> Separated <input type="checkbox"/> Widow (er) <input type="checkbox"/> Divorced						
11. (a) Entry into contractual assignment with Government of Maharashtra might require assignment in any of the State Guest Houses located in Delhi and also may involve travel to Mumbai or in any other place in connection of duty. Do you accept the nature of duty. YES <input type="checkbox"/> NO <input type="checkbox"/> (b) Have you any disabilities which might limit your prospective field of work or your ability to engage in air travel? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes , please describe.								
12. Permanent Address:		13. Present address (if different)						
		14. (a) Telephone No: 14. (b) E-mail:						
15. Have you any dependents? YES <input type="checkbox"/> NO <input type="checkbox"/> If the answer is yes , give the following information:								
NAME OF THE DEPENDENT	Age	Relationship						
16. Have you taken up legal domicile status in any State other than that of your birth? YES <input type="checkbox"/> NO <input type="checkbox"/> If answer is yes , which State?								
17. Have you taken any legal steps towards changing your present domicile? YES <input type="checkbox"/> NO <input type="checkbox"/> If answer is yes , explain fully:								
18. Are any of your relatives employed by a Government or PSU? YES <input type="checkbox"/> NO <input type="checkbox"/> If answer is yes , give the following information:								
NAME OF THE RELATIVE	Relationship	Name of Organization						
19. What is your preferred field of work?								
20. Would you accept engagement for less than one year? YES <input type="checkbox"/> NO <input type="checkbox"/>		21. How long you would take to join this assignment if you are presently working elsewhere.						
22. KNOWLEDGE OF LANGUAGES: What is your mother tongue?								
OTHER LANGUAGES	READ		WRITE		SPEAK		UNDERSTAND	
	Easily	Not Easily	Easily	Not Easily	Fluently	Not Fluently	Easily	Not Easily
23. Technical/Professional skill acquired Indicate Details						List any machines or equipment you can use		

24. EDUCATION. Give full details - N.B. Please give exact titles of degrees in original language.				
A. UNIVERSITY OR EQUIVALENT Please attach copies of mark sheets of each academic certificate				
NAME, PLACE AND COUNTRY	ATTENDED		DEGREES and ACADEMIC DISTINCTIONS OBTAINED	MAIN COURSE OF STUDY
	FROM (Mo./Year)	TO (Mo./Year)		
B. SCHOOLS OR OTHER FORMAL TRAINING OR EDUCATION FROM AGE 14 (e.g. high school, technical school or apprenticeship) Please attach copies of mark sheets of each academic certificate				
NAME, PLACE AND COUNTRY	TYPE	ATTENDED		CERTIFICATES OR DIPLOMAS OBTAINED
		FROM (Mo./Year)	TO (Mo./Year)	
25. List Professional Societies And Activities In Civic, Public Or International Affairs, where you are a Member.				
26. LIST ANY SIGNIFICANT PUBLICATIONS YOU HAVE WRITTEN (Do not attach)				
27. EMPLOYMENT RECORD: Starting with your present post, list in reverse order every employment you have had. Use a separate block for each post. Include also service in the armed forces and note any period during which you were not gainfully employed. If you need more space, attach additional pages of the same size. Give both gross and net salaries per annum for your last or present post.				
A. PRESENT POST (LAST POST, IF NOT PRESENTLY IN EMPLOYMENT).				
FROM MONTH/YEAR	TO MONTH/YEAR	SALARIES PER ANNUM		EXACT TITLE OF YOUR POST:
		STARTING	FINAL	
NAME OF EMPLOYER:				TYPE OF BUSINESS:
ADDRESS OF EMPLOYER:			NAME OF SUPERVISOR:	
			NO. AND KIND OF EMPLOYEES	REASON FOR LEAVING:
DESCRIPTION OF YOUR DUTIES				

B. PREVIOUS POSTS (IN REVERSE ORDER)

FROM MONTH/YEAR	TO MONTH/YEAR	SALARIES PER ANNUM		EXACT TITLE OF YOUR POST:
		STARTING	FINAL	
NAME OF EMPLOYER:				TYPE OF BUSINESS:
ADDRESS OF EMPLOYER:			NAME OF SUPERVISOR:	
			NO. AND KIND OF EMPLOYEES SUPERVISED BY YOU:	REASON FOR LEAVING:
DESCRIPTION OF YOUR DUTIES				

FROM MONTH/YEAR	TO MONTH/YEAR	SALARIES PER ANNUM STARTING FINAL		EXACT TITLE OF YOUR POST:
NAME OF EMPLOYER:				
ADDRESS OF EMPLOYER:		NAME OF SUPERVISOR:		
		NO. AND KIND OF EMPLOYEES :		REASON FOR LEAVING:
DESCRIPTION OF YOUR DUTIES				

28. HAVE YOU ANY OBJECTIONS TO OUR MAKING INQUIRIES OF YOUR PRESENT EMPLOYER? YES <input type="checkbox"/> NO <input type="checkbox"/>		
29. ARE YOU NOW, OR HAVE YOU EVER BEEN, A PERMANENT CIVIL SERVANT IN GOVERNMENT EMPLOYMENT? if answer is %yes+, WHEN? YES <input type="checkbox"/> NO <input type="checkbox"/>		
30. REFERENCES: List three persons, not related to you, who are familiar with your character and qualifications. <i>Do not repeat names of supervisors listed under item 27.</i>		
FULL NAME	FULL ADDRESS	BUSINESS OR OCCUPATION
31. STATE ANY OTHER RELEVANT FACTS.		
32. HAVE YOU EVER BEEN ARRESTED, INDICTED OR SUMMONED INTO COURT AS A DEFENDANT IN A CRIMINAL PROCEEDING, OR CONVICTED, FINED OR IMPRISONED FOR THE VIOLATION OF ANY LAW (excluding minor traffic violations)? YES <input type="checkbox"/> NO <input type="checkbox"/> If %yes+, give full particulars of each case in an attached statement.		
33. I certify that the statement made by me in answer to the foregoing questions are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or material omission made on a Personal History form or other document requested by the Organization renders a staff member liable to termination or dismissal.		
DATE: _____	SIGNATURE: _____	
PLACE: _____	NAME: _____	
N.B. You will be required to supply documentary evidence which supports the statements you have made above. <i>Do not, however, send any original documentary evidence until you have been SHORT-LISTED and asked to do so by the Office.</i>		