

JOB DESCRIPTION – Schedule B

<u>Position:</u>	Luge Supervisor
<u>Location:</u>	Skyline Rotorua
<u>Department:</u>	Activities
<u>Responsible to:</u>	Activities Manager, Assistant Activities Manager

Job Objective

The Luge Supervisor will be responsible for the highest standards of customer service and health and safety within the Luge department on a day to day basis.

Main Duties and Responsibilities:

1. Responsible for providing the highest standard of customer service to Luge customers at all times.

Expected results

- a. To ensure appropriate staffing levels are maintained to provide the highest standard of customer service within budgeted guidelines.
 - b. To ensure appropriate measures are in place to facilitate the swiftest processing of customers through all areas of the Luge system.
 - c. To ensure Luge staff present a welcoming environment to Luge customers at all times.
2. Responsible for effective management of all aspects of Health and Safety pertaining to both Luge customers and Luge staff alike.

Expected results

- a. To ensure accidents and injuries are immediately attended to.
 - b. To ensure accident injuries and near misses are accurately recorded in accordance with health and safety policy.
 - c. To ensure all Luge customers and staff are evacuated to the designated assembly point utilising procedural guidelines in the event of a fire alarm evacuation.
 - d. To ensure chairlift occupants are evacuated from the Luge Chairlift as appropriate utilising procedural guidelines in the event of gear failure.
3. Responsible for day to day supervision of Luge staff.

Expected results

- a. To ensure staff are rotated through the stations on a regular basis.
 - b. To schedule staff meal and rest breaks at appropriate times, taking into consideration requirements for daily arrivals and customer levels.
 - c. To provide on-the-job training and product training to new and existing staff.
 - d. To monitor and reinforce excellence in guest service standards in the Luge Department.
 - e. To immediately advise the Activities Manager of any staffing issues that may result in disciplinary action.
 - f. To maintain high levels of staff motivation by providing a clear sense of direction, a leadership style that generates motivation, enthusiasm and commitment to the companies vision and objectives
4. Responsible of ensuring the highest standard of product presentation and maintenance.

Expected results

- a. To ensure all staff are appropriately attired and presented at all times.
 - b. To ensure Luge plant and equipment is appropriately maintained and presented at all times.
 - c. To ensure all surrounding grounds are appropriately maintained and presented at all times.
5. Responsible for maintaining the highest standards of security relating to all aspects of the Luge.
- a. To ensure the correct procedure is utilised for processing all Luge ticket sales.
 - b. To ensure each Luge till balance reflects a true and accurate record of relevant transactions.
 - c. To ensure all Luge plant and equipment is secured as appropriate.
6. Maintain and encourage effective communication at all times.

Expected results

- a. To attend department meetings and obtain regular feedback from staff.
 - b. To actively communicate company and departmental issues to staff and present an approachable communication style.
7. Adopt a hands on approach to assist Luge Staff to complete workload as may be required.

Expected results

- a. To provide a “hands on” image to all staff and to ensure Luge customers receive the highest standard of service.
8. To comply with all established workplace Health and Safety policies.
- (a) To be responsible for meeting and promoting established Health and Safety policies and practices.
 - (b) To be responsible for the completion of approved workplace Health and Safety documentation.
9. Ensuring delivery of service that support Skyline’s sustainability goals by:
- (a) Ensuring recycling and waste management practices are carried out where possible.
 - (b) Maintaining your work area to an environmentally acceptable standard.

Luge Supervisors Key Competencies:

- Ability to effectively manage and lead a team
- Can provide product knowledge and high Customer service standards
- Proven experience with up selling
- Has the ability to plan operational activities
- Has experience recruiting and managing a team
- Previous experience with radio communication, chair lifts and static evacuations
- Has an understanding of safe work procedure
- Can work as part of a close knit team in a high demand environment
- Can work unsupervised and efficiently
- Can prioritize work load
- Punctual and professional

Living Our Values

Skyline Rotorua is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals.

We're Skyliners. We're brave, we care, and we do everything we can to deliver real fun and make people smile.



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed

General

Any other duties that are related to and consistent with the above Job Description as directed by the Activities Manager.

Ensure full confidentiality is maintained at all times.

Attend staff training, induction and other professional development as directed.

Ensure all aspects of the Skyline Mission statement are upheld

Maintain a public image that is compatible with the highest possible standards whilst on the premises.

I accept the job description for the position of Luge Supervisor.

Name: _____ Date: _____