

**JOB DESCRIPTION**

Job Title:	Activities Operator
Department:	<b>MTB, Luge, Gondola</b>
Group / Team:	<b>Activities</b>
Responsible To:	<b>Operations Manager – Activities &amp; Development Activities Managers, MTB Operations Managers Activities Supervisors</b>
Responsible For: (Total number of staff)	<b>0</b>
Job Purpose:	The Activities Operators are responsible for delivering an incredible experience to our guests during their time on all activities. This is achieved through the safe and efficient operation of all areas, and consistent drive towards outstanding guest service.
Date last reviewed:	Jan 2023

**SKYLINE VALUES**



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



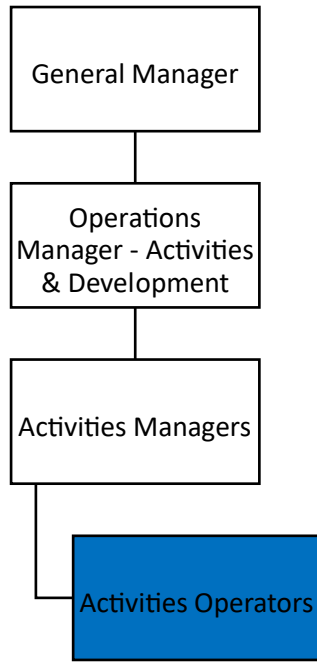
- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- 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



**Organisation Context**



**Key Relationships**

External:

- Guests
- Suppliers
- Rescue teams

Internal:

- All Activities Department
- All other Departments



## Key Result Area

### Main duties

- Ensure on and off loading of passengers at all activity stations (internally and externally), assisting as necessary to encourage an efficient and safe environment for all participating groups.
- To assist with the most efficient processing of customers through all Activities.
- To deal quickly and correctly with any guest complaint within established Activities.
- To assist with maintaining the operational status with guests in all weather conditions as directed.
- Ensure all safety critical maintenance checks are complete, and that all opening/closing safety critical requirements are carried out as per Cableway procedure.
- Ensure all discrepancies duly reported to Operations and Engineering management when outside specified working conditions on a daily basis.
- Ensure all tour groups, mountain bikers, staff and regular customers to all work together to participate in Skyline activities in a cohesive manner when interacting with our products. • To ensure security awareness in all areas
- To attend department meetings and maintain Activities department logbook and obtain regular feedback from staff as require
- To actively communicate company and department issues to staff and present an approachable communication style
- To liaise with staff from other departments as necessary
- To meet sales targets as required
- To greet all guests with a smile & welcome
- To assist with guest enquiries and comments, and actively promote Skyline activities.
- To deal quickly and correctly with any guest complaint within established guidelines.
- To ensure guest service is maintained to a high professional standard at all times.
- To ensure that the needs of the guests are given priority over all other activities, providing the highest level of quality service at all times.
- To assist with maintaining the operational status with guests in all weather conditions as directed.

### Health & Safety

- To observe and practise safe work methods
- To encourage other workers to work in a healthy and safe manner
- To discourage other workers from working in an unsafe manner
- To report or rectify any unsafe conditions or equipment
- To comply with the Health & Safety policy statement and H&S policies and procedures
- To work in a healthy and safe manner, providing a safe workplace to all employees.
- To use protective/safety equipment wherever provided and required.
- To report all incidents, work related injuries and near misses accurately and timely.
- To participate in any rehabilitation programmes as required.
- To be aware of procedures in the event of emergencies such as fire, bomb, in line with Company Legislation.

### General



- Any other duties which may be related to above job description as directed by the Activities Manager or nominee.
- Maintain a public image which is always compatible with the highest standards whilst on the premises or representing Skyline in a work capacity.
- Ensure all aspects of the company’s values and behaviours are upheld.
- Ensure full confidentiality is maintained at all times.

Essential	Desirable
PHEC training	

**Knowledge / Experience**

Essential <i>(indicate years of experience required as appropriate)</i>	Desirable
2+ years chairlift experience 2+ years customer service experience	

**Change to job description**

*From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.*

**I accept the job description for the position of Activities Operator.**

\_\_\_\_\_  
Employee Name  
Employee Job Title

\_\_\_\_\_  
Date

