



**We're Skyliners**  
Inspired by every smile.

## Position Description

|                |                                                                      |                   |                                                                                                                                         |
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| <b>Company</b> | <b>Skyline Queenstown</b>                                            | <b>Date</b>       | <b>July 2026</b>                                                                                                                        |
| <b>Title</b>   | <b>Sales &amp; Guest Service Coordinator<br/>(Mandarin-Speaking)</b> | <b>Reports to</b> | <b>Administration Manager<br/>Head of Sales NZ</b><br><br><b>Dotted Line Reporting To:<br/>Guest Services &amp; Bookings Supervisor</b> |
| <b>Team</b>    | <b>Sales Team NZ<br/>Administration</b>                              | <b>Location</b>   | <b>Queenstown</b>                                                                                                                       |

### Our Purpose

***Skyline's purpose is to share real fun with the world. Gravity is our superpower. But not our only power...***

The purpose of this role is to provide support to Sales and Reservations teams. The role plays a key part in supporting Skyline's and provides bilingual (Mandarin and English) support to trade partners, coordinates sales and reservation activities, and delivers efficient administrative support to ensure an exceptional experience for our trade partners and guests. The role contributes to the smooth day-to-day management of trade accounts, bookings and partner relationships while supporting Skyline's trade growth objectives.

### Our Strategic Goals

#### DELIVER:

Target ROI from all  
SEL Business units

#### INVEST:

In high potential  
businesses in  
outstanding  
locations

#### OPERATE:

An efficient, agile  
and sustainable  
business

#### EMPOWER:

Empower our people  
to deliver real fun

### Our Values and Culture

Skyline Queenstown 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.



**skyline.co.nz**

| Scope of Role        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |       |                                                       |
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| Responsible for      | <ul style="list-style-type: none"> <li>Nil</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Peers | <ul style="list-style-type: none"> <li>Nil</li> </ul> |
| Organisation Context | <p>The Sales &amp; Guest Services Coordinator (Mandarin Speaking) supports Skyline Queenstown's sales and guest experience objectives by coordinating trade partner activities, managing reservations and enquiries, and providing exceptional service to guests. Working closely with the Sales, Reservations, and operational teams, this role helps maintain strong trade relationships, supports revenue growth, and ensures Mandarin-speaking guests and partners receive accurate, professional, and culturally appropriate assistance in line with Skyline's service standards and brand values.</p> |       |                                                       |

| Key Relationships |                                                                                                                                                                     |          |                                                                                              |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------------------------------------------------------------------------------|
| Internal          | <ul style="list-style-type: none"> <li>Sales Team NZ</li> <li>Marketing Team NZ</li> <li>Reservations &amp; Guest Services Team</li> <li>All Departments</li> </ul> | External | <ul style="list-style-type: none"> <li>Trade Agents &amp; Clients</li> <li>Guests</li> </ul> |

| Key Accountabilities and Tasks |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| General Responsibilities       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                | <p><b>Sales Coordination</b></p> <ul style="list-style-type: none"> <li>Provide administrative support to the Sales team to ensure the efficient delivery of sales activities and initiatives.</li> <li>Respond to trade partner enquiries, providing accurate product information and account support.</li> <li>Process new trade account applications and maintain accurate partner records and account information.</li> <li>Assist with the setup, maintenance, and ongoing management of trade partner accounts and distribution channels.</li> <li>Build and maintain positive working relationships with travel agents, wholesalers, inbound operators, online travel agents (OTAs), and other trade partners.</li> <li>Coordinate trade familiarisation (famil) visits, site inspections, and educational visits.</li> </ul> |



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|                                      | <ul style="list-style-type: none"> <li>• Assist in the preparation of sales presentations, trade communications, promotional materials, and reports.</li> <li>• Represent Skyline at trade events, workshops, expos, and industry functions as required.</li> <li>• Identify opportunities to promote and upsell Skyline experiences while delivering exceptional customer service.</li> <li>• Provide Mandarin language support for trade partners and guests, including translation and interpretation assistance where required.</li> </ul> <p><b>Guest Services</b></p> <ul style="list-style-type: none"> <li>• Act as the first point of contact for guests via phone, email, online channels, and in person, managing enquiries and reservations professionally and efficiently.</li> <li>• Manage guest enquiries and booking requests for all Skyline products and experiences, including bookings made directly and through third-party agents.</li> <li>• Accurately process reservations, amendments, cancellations, payments, and related administrative tasks using relevant booking and reservation systems.</li> <li>• Liaise with internal departments to ensure guest requirements, promotions, product updates, and operational information are communicated accurately and promptly.</li> <li>• Maintain accurate records of bookings, guest interactions, communications, and feedback.</li> <li>• Provide guests with relevant, accurate, and up-to-date information about Skyline products, services, and experiences.</li> <li>• Deliver exceptional guest service by consistently demonstrating a professional, courteous, and solutions-focused approach.</li> <li>• Support the ongoing review and maintenance of training materials, ensuring sales and reservations information remains current and accurate.</li> <li>• Be flexible in undertaking a variety of operational and administrative tasks and work across different reservations and guest service locations as required.</li> <li>• Resolve guest enquiries and concerns promptly, escalating issues when appropriate to ensure positive guest outcomes.</li> </ul> |
| <p><b>Other Responsibilities</b></p> | <ul style="list-style-type: none"> <li>• Attend regular training sessions and departmental meetings.</li> <li>• Assist in training Skyline personnel in reservations as required, ensuring all training documentation is accurate and up to date.</li> <li>• Promote and maintain a culture of continuous improvement across all Admin and Reservations processes.</li> <li>• Always uphold the highest standard of public image, both on and off the premises.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



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| <b>Social, Environmental &amp; Governance Sustainability</b> | <p>Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> <br/> <b>People</b><br/> Caring for our people, our communities and our customers </div> <div style="text-align: center;"> <br/> <b>Place</b><br/> A light footprint on the land, guardians of our places </div> <div style="text-align: center;"> <br/> <b>Prosperity</b><br/> A value-driven responsible business </div> </div> <ul style="list-style-type: none"> <li>• Ensure recycling and waste management practices are carried out where possible.</li> <li>• Maintain your work area to an environmentally acceptable standard.</li> <li>• Make suggestions for environmentally sustainable improvements.</li> </ul> |
| <b>Health &amp; Safety</b>                                   | <p>Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives.</p> <ul style="list-style-type: none"> <li>• Take responsibility for meeting Skyline's obligations in workplace health and safety by making sure own actions keep yourself and others safe</li> <li>• Conduct your work in a safe and reliable manner, adhering to Skyline's H&amp;S procedures</li> <li>• Champion and advocate H&amp;S where appropriate in your everyday interactions</li> <li>• Undertake H&amp;S administrative processes as required.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

### Knowledge, Experience & Qualifications

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| <b>Essential</b> | <ul style="list-style-type: none"> <li>• previous experience in tourism, hospitality, reservations or sales support.</li> <li>• experience working with travel trade, wholesalers or inbound tour operators.</li> <li>• strong computer literacy with the ability to confidently use multiple information and reservations systems.</li> </ul> | <b>Desirable</b> | <ul style="list-style-type: none"> <li>• 1+ years of experience using a booking system within the Tourism industry.</li> <li>• Salesforce Software Knowledge.</li> <li>• Roller Software Knowledge.</li> </ul> |
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### Person Specification / Key Attributes

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| <b>Essential</b> | <ul style="list-style-type: none"> <li>• fluent in both Mandarin and English.</li> <li>• strong organisational and administrative skills with exceptional attention to detail.</li> <li>• excellent time management with the ability to prioritise multiple tasks in a fast-paced environment.</li> <li>• strong customer service and relationship-building skills.</li> <li>• ability to work collaboratively across multiple departments.</li> <li>• excellent communication skills.</li> <li>• a positive "can-do" attitude and takes pride in their work.</li> <li>• the ability to multi-task and the confidence to use your initiative.</li> <li>• attention to detail and the ability to follow procedures and processes.</li> <li>• ability to work efficiently under pressure while maintaining high standards.</li> </ul> |
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## Change of Position Description

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment. This position description may be reviewed and amended from time to time during your employment after consultation with you.

Employee Name:

Employee  
Signature:

Date:

