



Position Description

Company	Skyline Queenstown	Date	February 2026
Title	Photography Sales	Reports to	Photography Shift Leader Activities Manager – Photography
Team	Activities	Location	Queenstown

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 cover the day-to-day operations of all Photography areas, including photo sales and the photography of guests at all capture points. All of this will be done with the highest standard of customer service and professionalism, ensuring smooth operations and 100% guest enjoyment, whilst maximising sales and achieving team targets.

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.





Key Relationships

Internal

- All departments

External

- Guests
- Suppliers

Description

Key Responsibilities

- To actively promote all information pertaining to Skyline Queenstown in a professional manner and assist with the efficient processing of guests through all areas of the business.
- To ensure all operational areas are maintained in a clean and tidy manner at all times.
- To ensure all inventory and ordering is attended to in accordance with company policy.
- To ensure all relevant plant and equipment is appropriately maintained and presented at all times.
- To ensure that all daily duties are carried out as specified and the department is ready for operation at the required times.
- To follow all operational procedures always ensuring the most efficient possible operation.
- To maintain effective communications with both staff and guests.
- To attend staff meetings, and undertake all personal development and training, as required by the Activities Manager or nominee.
- To maintain a public image which is always compatible with the highest possible standards whilst on the premises.
- To assist with the safe evacuation of the guests as required from the Chairlift/Gondola.
- To accurately and efficiently operate tills and undertake all cash-handling duties in accordance with company policy and standard operating procedures.
- To provide occasional cover in the Retail area, including;
 - Processing retail transactions
 - Responding to guest enquiries
 - Assisting with product presentation and stock maintenance



Quality & Guest Service	- To deal quickly and correctly with any guest complaint within established guidelines and escalate to a supervisor or manager as required. - 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 at all times, providing the highest level of quality service at all times. - To promote a personal image of excellent grooming, skills and product knowledge. - To monitor and reinforce excellence in guest service standards in the Luge departments.
Communication	Photography Sales will always maintain and encourage effective internal department and external communication. - To attend department meetings. - To actively communicate company and department issues to staff and present an approachable communication style. - To liaise with staff from other departments as necessary.
Social, Environmental & Governance Sustainability	Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:  People Caring for our people, our communities and our customers  Place A light footprint on the land, guardians of our places  Prosperity A value-driven responsible business - Ensure recycling and waste management practices are carried out where possible. - Maintain your work area to an environmentally acceptable standard. - Make suggestions for environmentally sustainable improvements.
Health & Safety	Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives. - Take responsibility for meeting Skyline's obligations in workplace health and safety by making sure own actions keep yourself and others safe - Conduct your work in a safe and reliable manner, adhering to Skyline's H&S procedures - Champion and advocate H&S where appropriate in your everyday interactions - Undertake H&S administrative processes as required.

Knowledge, Experience & Qualifications			
Essential	- Ability to operate a till/point of sale system - Previous experience working in Customer Service facing role	Desirable	Relevant retail/customer service training
Person Specification / Key Attributes			



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Essential	• Strong communication and interpersonal skills • Ability to work effectively as part of a team • Reliable, punctual, and trustworthy • Positive and approachable attitude	Desirable	• Passion for delivering excellent customer experiences • Proactive problem-solving skills • Confidence to upsell and promote products
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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:	

