Position Description

Company	**Skyline Queenstown**	**Date**	**November 2026**
Title	**Guest Experience Agent**	**Reports to**	**Guest Experience Supervisor** **Activities Manager – Guest Experience**
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 enhance the overall guest experience through positive interactions across the guest journey. All of this will be done with the highest standard of customer service and professionalism, ensuring promotion and delivery of the photography inclusion package.

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.

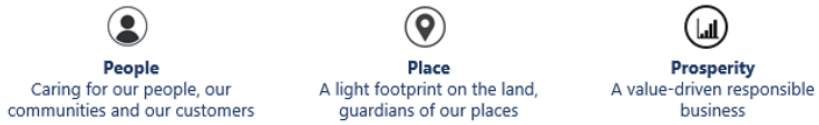
we're brave

we care

we do

Scope of Role			
Responsible for	Guest Experience Agents are responsible for ensuring a memorable guest experience across all key touchpoints of the guest journey and photography Inclusion package.		
Key Relationships			
Internal	• All departments	**External**	• Guests • Suppliers
Key Accountabilities and Tasks			
	Description		

Key Responsibilities	• Ensure all guests are greeted in a friendly and welcoming manner, championing our core values.
	• Follow all operational procedures, ensuring the guest experience remains at the forefront while maintaining an efficient operation.
	• Promote Skyline Queenstown's products, services, and experiences in a professional manner, enhancing the guest journey across all areas of the business.
	• Scan Gondola tickets accurately and efficiently.
	• Effectively manage the photography inclusion package, ensuring guests leave with a memorable and positive impression of their Skyline experience.
	• Ensure all photography package duties are completed as specified and operational areas are ready for service at the required times.
	• Ensure all operational areas are maintained in a clean and tidy manner at all times.
	• Ensure all relevant equipment is appropriately maintained, clean, and presented to the required standard.
	• Maintain effective communication with both staff and guests.
	• Attend staff meetings, departmental meetings, training sessions, and personal development activities as required by the Activities Manager or nominee.
	• Maintain a professional appearance and behaviour consistent with Skyline's standards while on the premises.
	• Accurately and efficiently operate tills and undertake all cash-handling duties in accordance with company policy and standard operating procedures.
	• Provide occasional cover in the Retail area, including:
	  ○ Processing retail transactions.
	  ○ Responding to guest enquiries.
	  ○ Assisting with product presentation and stock maintenance.		

Guest Service	• Deliver and maintain exceptional guest service standards across all guest-facing operational areas. • Respond promptly and professionally to guest complaints, resolving issues within established guidelines. • Respond to guest enquiries regarding Skyline Queenstown and Queenstown, or refer them to the appropriate Head of Department or Senior Manager when required. • Prioritise guest needs and consistently deliver the highest level of service. • Address guest requests and queries in a timely, professional, and efficient manner. • Monitor guest interactions and experiences, ensuring satisfaction with all products and services. • Maintain comprehensive knowledge of departmental offerings, products, and services to provide accurate information and support.
Other Responsibilities	• Maintain and encourage effective communication within and across departments, as well as with guests. • Work collaboratively with colleagues, fostering a supportive and positive team culture. • Demonstrate high standards of personal presentation, professionalism, and product knowledge. • Maintain a professional image and behaviour that always reflects Skyline Queenstown's values and standards. • Communicate company and departmental updates effectively and maintain an approachable communication style. • Ensure confidentiality is always maintained. • Undertake any other duties reasonably required to support the successful operation of Skyline Queenstown, in line with the requirements of the position.
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 working in a Guest Service facing role
Desirable	• Relevant retail/customer service training
Person Specification / Key Attributes	
Essential	• Engaging and positive mindset, where the guests' needs and experience are paramount • Passion for delivering excellent customer experiences. • A positive "can-do" attitude and takes pride in their work. • Strong communication and interpersonal skills. • Ability to work effectively as part of a team and efficiently under pressure. • Confidence to use your initiative. • Reliable, punctual, and trustworthy.
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:	