Position Description

Company	**Skyline Queenstown**	**Date**	**November 2026**
Title	**Stargazing Guide**	**Reports to**	**Stargazing Supervisor** **Activities Manager – Gondola** **Operations Manager – Activities & Development**
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 deliver exceptional Stargazing experiences that combine outstanding guest interaction with engaging celestial interpretation. The role brings the night sky to life through storytelling, education, and interactive experiences while ensuring the highest standards of safety, professionalism, and operational excellence.

Your performance will reflect Skyline's core values – being brave, caring, and committed to creating unforgettable moments. You will also contribute to a positive team environment by supporting your colleagues, sharing knowledge and helping ensure smooth daily operations to enhance overall guest experience.

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.

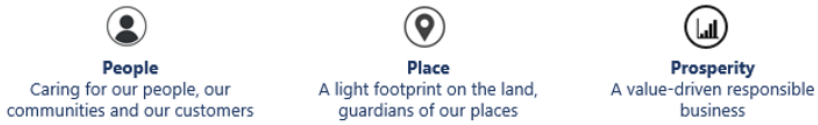
we're brave

we care

we do

Scope of Role			
Responsible for	The Stargazing Guide is responsible for delivering exceptional Stargazing experiences that combine outstanding guest experience with engaging celestial interpretation.		
Key Relationships			
Internal	• All departments	**External**	• Guests

Key Accountabilities and Tasks	Description
General Responsibilities	• Deliver exceptional and memorable stargazing experiences that engage and educate guests of all ages. • Lead Stargazing tours in accordance with established service standards, safety procedures, and operational requirements. • Share accurate, engaging and up-to-date knowledge of constellations, astronomy, and other relevant points of interest. • Create a welcoming, inclusive, and interactive environment by adapting commentary and tour delivery to suit different guest groups and interests. • Maintain a high standard of presentation and cleanliness of all Stargazing plant, facilities, equipment, and guest areas. • Demonstrate a strong commitment to guest safety, security, and risk awareness at all times. • Support fellow guides and wider operations teams to ensure seamless guest experiences across all tours and activities. • Maintain effective communication within the team, especially in the case of tour cancellations. • Process payments and transactions accurately and in accordance with company cash handling and financial procedures. • Maintain accurate tour records, guest information, incident reports, and operational logbooks as required.
Guest Services Responsibilities	• To greet all guests with a welcome & smile. • To maintain up-to-date with relevant elements of the night sky prior to each tour. • 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 monitor and reinforce excellence in guest service that reflects Skyline's core values and standards of service.

Other Responsibilities	• Any other duties which may be related to and consistent with the above job description as directed by the Activities Manager – Gondola or nominee. • Maintain a public image which is compatible with the highest standards at all times whilst on the premises or representing Skyline in a work capacity. • Ensure all aspects of the company's core values are upheld. • Ensure full confidentiality is maintained at all times.
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	
Desirable	• Minimum 2 years customer facing experience • A genuine interest in astronomy and the ability to engage with groups or tour audiences
Person Specification / Key Attributes	
Essential	• Highly organised. • Reliable and dependable. • Excellent communication skills. • A positive "can-do" attitude and takes pride in their work. • The ability to multi-task and the confidence to use your initiative. • Attention to detail and the ability to follow procedures and processes. • Ability to work efficiently under pressure while maintaining high stands.

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:	