Position Description

Company	**Skyline Queenstown**	**Date**	**October 2026**
Title	**Gondola Operator**	**Reports to**	**Activities Manager – Gondola** **Gondola Supervisor** **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 ensure the safe and efficient operation of the Gondola, including embarking and disembarking guests, ticket sales and answering guest questions and enquiries. 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.

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

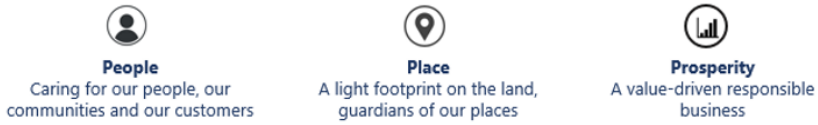
Skyline Queenstown is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals. We're 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 Gondola Operator is responsible for the safe and efficient operation of the Gondola, as well as for maintaining the highest possible standards of guest service at all times. Further responsibilities include loading/unloading guests and freight and being the point of sale for Skyline products.		
Key Relationships			
Internal	• All departments	**External**	• Guests • Suppliers
Key Accountabilities and Tasks			
	Description		
General Responsibilities	• To ensure appropriate measures are in place to facilitate the most efficient processing of guests through all areas of the Gondola system. • To assist guests to embark or disembark the Gondola as appropriate. • To ensure Gondola plant and public work areas are clean and well-presented all times via adherence to relevant cleaning results/schedules. • To report all suspicious activities and dangerous instances as per procedural guidelines. • To ensure all relevant Gondola plant equipment is secured as appropriate. • To attend department meetings as required. • To read and make entries to the department communications diary/log book as required.		
Sales & Guest Services Responsibilities	• To greet all guests with a smile & welcome. • To assist with guest enquiries and comments and actively promote Skyline Queenstown activities. • To deal quickly and correctly with any guest complaint within established guidelines. • To ensure guest service is always maintained to a high professional standard. • 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 ensure every effort is made to provide customers with product/services most suitable for their requirements. • To ensure the correct procedures are utilised for processing all Gondola ticket sales and ensure the Gondola till balanced reflects a true & accurate record of daily transactions. • To transport all tills/money/valuables as per procedural guidelines. • To action directions detailed in Resdiary in a prompt and accurate manner.		

	• To develop a good knowledge of Intouch applications and have the ability to troubleshoot within procedural guidelines. • To develop a good knowledge of Skyline product to increase sales and positive guest feedback. • To actively participate in all sales opportunities, upselling products and ensuring all sales targets are met.
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	• Previous experience in a customer-facing role. • The ability to deliver exceptional customer service and handle guest inquiries, feedback, and complaints professionally. • Strong communication skills, with the ability to provide clear, accurate, and engaging information to diverse guests. • Experience working effectively in a fast-paced team environment, especially during high-demand or peak periods. • A proactive, positive attitude with a commitment to personal development and continuous improvement. • EVAC experience/training. • Previous Gondola Operation Experience.

Person Specification / Key Attributes	
Essential	• Excellent communication and interpersonal skills, with the ability to interact with guests and colleagues in a professional and friendly manner. • Strong attention to detail, with a focus on accuracy and efficiency. • Ability to remain calm and focused during high-pressure situations. • Strong problem-solving skills, capable of handling guest concerns with empathy and professionalism. • A proactive and flexible approach to work, with the ability to adapt to changing situations.

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:	