Position Description

Company	**Skyline Queenstown**	**Date**	**November 2026**
Title	**Activities Supervisor**	**Reports to**	**Activities Manager**
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 Activities Supervisor is responsible for the effective day-to-day operation of the Activities Department, ensuring departmental objectives are achieved through high standards of safety, efficiency, sales performance and customer service, while always maintaining a strong focus on guest safety

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.

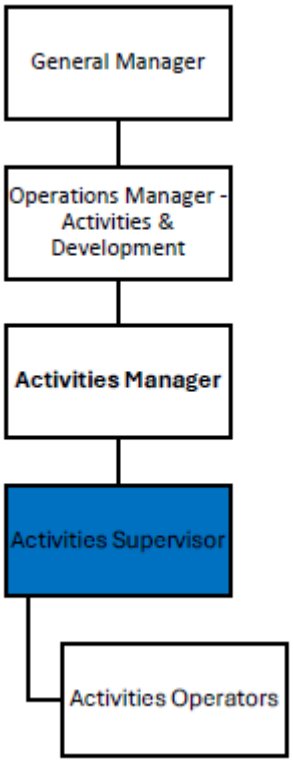
we're brave

we care

we do

Scope of Role

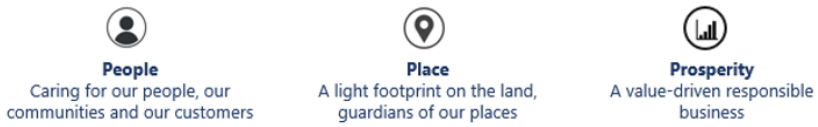
Organisation Context	



Key Relationships			
Internal	• All departments and Skyline Queenstown Employees	**External**	• Guests • Suppliers • Rescue Teams

Key Accountabilities and Tasks	
	Description
Main Responsibilities	• Ensure the safe and efficient operation of all Activities Department areas, including the Gondola/Cableway, Luge, Mountain Biking operations, loading and unloading stations, and associated guest activity areas. • Ensure passengers are safely and efficiently loaded and unloaded at all activity stations, assisting where required to maintain a positive guest experience and safe operating environment. • Support the efficient movement of guests through all Activities Department operations while maintaining safety, service and operational standards. • Respond to guest feedback and complaints promptly and professionally, resolving

	issues within established guidelines and escalating where appropriate. • Support operational continuity across all activity areas and assist with managing guest operations in varying weather conditions. • Ensure all safety-critical maintenance checks, opening procedures and closing procedures are completed in accordance with Cableway and departmental operating procedures. • Ensure any operational, maintenance or safety discrepancies are reported promptly to Operations and Engineering when conditions fall outside approved operating parameters. • Coordinate the safe and effective interaction of guests, tour groups, mountain bikers, staff and other users across Skyline activities and facilities. • Maintain staffing levels appropriate to operational demands, guest volumes and budget requirements. • Implement measures that support the efficient processing of guests through all activity areas while maintaining a high standard of customer service. • Review customer feedback, survey results and guest insights with the team and implement actions to address identified improvement opportunities. • Ensure correct procedures are followed for Gondola, Luge, Mountain Bike and Guest Services sales transactions and ticket processing. • Ensure all cash handling, reconciliation and till balancing procedures are completed accurately and in accordance with company requirements. • Ensure all Activities Department equipment, facilities and operational assets are maintained, presented and secured appropriately.
Leadership	• Support recruitment, onboarding and workforce planning activities to ensure operational resourcing requirements are met. • Lead and support team members through coaching, mentoring and regular performance conversations. • Monitor team performance and provide clear feedback, recognition and development opportunities to support individual and team success. • Foster a positive, inclusive and high-performing team culture aligned with Skyline's values and behaviours. • Develop and manage rosters to balance guest demand, operational requirements and labour efficiencies. • Maintain accurate team records and ensure compliance with company policies and employment obligations. • Promote professional presentation standards across the team and ensure appropriate uniform and PPE requirements are met. • Partner with the Activities Manager and People & Capability team to manage employee relations matters in accordance with company policy and employment legislation. • Build strong working relationships across departments to ensure effective communication and collaboration.

	• Communicate operational priorities, business updates and departmental objectives clearly and consistently.
Guest Experience	• Create positive first impressions by welcoming guests in a professional, friendly and engaging manner. • Deliver exceptional guest experiences by responding to enquiries and providing accurate information about Skyline products and services. • Take ownership of guest concerns and seek timely, practical resolutions that enhance the overall guest experience. • Monitor service delivery standards and identify opportunities to continuously improve the guest journey. • Ensure guest needs remain a key priority while balancing operational, safety and commercial requirements.
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 • Demonstrate visible safety leadership and actively contribute to Skyline's commitment to Safe People, Safe Place and Safe Practices. • Promote a proactive safety culture through coaching, communication and positive safety behaviours. • Lead health and safety conversations, investigations and improvement initiatives within the department. • Ensure hazards, incidents, near misses and risks are identified, reported and addressed within required timeframes. • Complete hazard reviews and risk assessments and ensure effective controls remain in place. • Deliver health and safety training, emergency preparedness activities and department inductions as required.

	• Support emergency response activities and maintain relevant first aid and operational emergency response capability. • Support injured workers with safe and sustainable return-to-work plans.

Knowledge, Experience & Qualifications			
Essential	• Minimum of one year of experience in a similar role which ideally will include chairlift operations environment, customer service skills and experience supervising or leading staff. • PHEC trained / First Aid Certified and comfortable dealing with health & safety incidents.	**Desirable**	• Working at heights certification • Previous experience operating Skyline Luge activity.

Person Specification / Key Attributes	
Essential	• Effective communication and interpersonal skills. • Strong organisation and planning capability. • Sound judgement and problem-solving ability. • Highly guest-focused with a passion for delivering exceptional experiences. • Ability to build positive working relationships and trust. • Adaptable, resilient and able to perform in a fast-paced environment. • Consistently demonstrates Skyline's values.

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:	