Position Description

Company	Skyline Queenstown	**Date**	May 2026
Title	**Luge Operator**	**Reports to**	Luge Supervisors Assistant Activities Manager – Luge & Vortex Activities Manager – Luge & Vortex
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 provide an incredible experience to our guests during their time at Skyline. This is achieved through the safe and efficient operation of all operational areas, and consistent drive towards outstanding guest service.

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 the 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

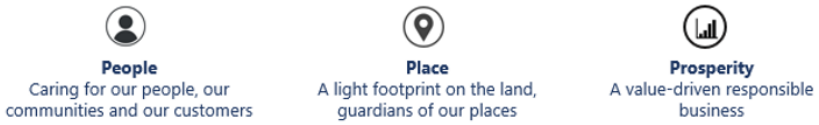
Skyline Queenstown is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals. We're 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

Key Accountabilities & Tasks	
	Description
Quality & Guest Service	• Deliver exceptional guest service within the Activities Department, ensuring all visitors receive a positive and memorable experience. • Greet and assist guests courteously, always prioritising their safety and enjoyment. • Demonstrate and clearly explain the correct and safe use of Activities. • Safely load and unload guests on the Luge, Vortex and Chairlifts, providing assistance and reassurance as needed. • Maintain professional presentation and uphold Skyline Queenstown's standards of appearance and conduct when interacting with guests. • Respond promptly, professionally, and empathetically to guest feedback or complaints, resolving issues within established parameters. • Provide accurate information about Skyline Queenstown's activities, products, and services, and actively promote other areas of the operation. • Always maintain positive guest interactions, embodying Skyline's values of being brave, caring, and delivering real fun.
Operational Performance Excellence	• Ensure the safe and efficient operation of all Activities, in accordance with Skyline Queenstown's operational standards and procedures. • Prepare all activity areas for service each day, ensuring equipment, carts, and chairlifts are operational, clean, and guest-ready. • Maintain high standards of safety, hygiene, and security across all operational areas in compliance with company and legislative requirements. • Ensure all relevant workplace health and safety policies, documentation, and practices are completed and adhered to at all times. • Conduct daily cleaning, restocking, and end-of-service duties to maintain a professional and efficient working environment. • Maintain adequate security awareness across all Activities Department areas, ensuring equipment, cash, and property are safeguarded. • Manage the Luge cart return process and ensure chairlift operations run smoothly and safely at both stations. • Support company profitability goals by operating efficiently and assisting with the achievement of departmental targets.
Team Collaboration & Support	• Foster a positive, supportive, and collaborative team environment. • Share knowledge and best practices with colleagues to improve team performance and enhance guest service. • Assist in training new staff, providing guidance on processes, products, and customer service expectations. • Be a proactive team member, stepping in to assist colleagues as needed to ensure smooth daily operations. • Uphold a professional attitude and contribute to a positive work culture, leading by example.

Personal Development & Growth	• Engage in ongoing training opportunities to enhance customer service skills and product knowledge. • Stay up to date with Skyline Rotorua offerings, promotions, and any operational changes to provide the best experience to guests. • Actively seek feedback from peers and supervisors for continuous personal and professional growth. • Demonstrate a commitment to personal and team success by consistently striving for improvement.
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.
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:	