



Position Description

Company	Skyline Rotorua	Date	January 2026
Title	Activities Operator	Reports to	Activities Management Team Department Supervisors
Team	Activities	Location	Rotorua

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 support and cover to the Activities team by being cross-trained in a minimum of two different activities. This role ensures guests receive exceptional service and accurate information about Skyline Rotorua's offerings, while maintaining high standards of safety, security, hygiene, and professionalism. Flexibility is key, as you will work across departments as required, always presenting yourself in the correct uniform and delivering a positive, memorable experience for every guest

Our Strategic Goals

<p>DELIVER: Target ROI from all SEL Business units</p>	<p>INVEST: In high potential businesses in outstanding locations</p>	<p>OPERATE: An efficient, agile and sustainable business</p>	<p>EMPOWER: Empower our people to deliver real fun</p>
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Our Values and Culture

Skyline Rotorua 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.





Key Relationships

Internal

- Activities Team
- Maintenance Team
- Administration Team
- SLT

External

- Contractors
- Suppliers
- Guests

Description

Overall Responsibilities

- Responsible for quality guest service within the Activities Department operation at all times when on shift.
- To operate all activities within guidelines, at a highly professional and motivated level.
- To maintain and promote the standards of acceptable behavior at all times.
- To ensure adequate safety and security awareness at all Activities Department outlets is maintained to the highest level.
- To always maintain effective communication with staff and management.
- To help maintain a clean and well-presented site for our guests.

Department Specific Duties

Luge:

- a) Demonstrate the use of Luge Carts to all riders and ensure they are attempting the track most suitable to their abilities.
- b) Operate the Chairlift at the Top and Bottom stations ensuring staff and customer safety, managing luge cart return and provide a high level of customer service at these stations.
- c) Prepare luge tracks for safe operation by our guests as well as update Supervisors and/or management of any track repairs required.
- d) Sweep tracks to ensure tracks are safe to operate including free of debris, lights are in good working order, track padding is in place where required.
- e) Ensure luge cart maintenance procedures are always abided by.

Zipline:

- a) To facilitate an exciting and memorable zipline adventure for all guests.
- b) To encourage a fun and relaxed atmosphere while on tour.
- c) To properly complete all documentation when required.
- d) To ensure all PPE is in good working order for both guests and yourself.



- e) To ensure the safety of all participants through the completion of daily safety inspections, guest management techniques, and sound decision-making.
- f) Ensure a clean and safe workspace.
- g) Undertake and be trained on all areas of the Zipline including rescue procedures

Gondola:

- a) Responsible for quality guest service within the Gondola operation when on duty.
- b) To take full responsibility for the daily operation of the Cableway and Gondola Cabins.
- c) To ensure adequate security awareness at all Gondola outlets are maintained to the highest level.
- d) Responsible for the hygiene and cleanliness of the terminal public areas.
- e) Daily preparation of the Gondola for service, maintain resource stock levels, complete cleaning and end of service duties.
- f) Attend and participate in scheduled training for Auxiliary and Static Rescues.




Guest Service

1. To be fully responsible for undertaking the duties of cashier.
 - a) To maintain a high degree of accuracy, security and tidiness in all areas involving the handling of cash and associated records.
 - b) To process all ticket sales as per company policies and procedures.
 - c) To ensure that all transactions are processed in a professional manner.
 - d) Have a good knowledge of all Skyline products offered to guests.
 - e) Ensure you allocated float is only used by the allocated staff member and that it's returned to admin at the end of each shift.
2. Responsible for undertaking general customer service tasks to ensure guest experience.
 - a) To ensure that all incoming calls and counter enquiries are responded to efficiently, providing the highest standard of customer service.
 - b) To record all lost property and ensure that it is registered with Administration as soon as practicable.
 - c) Assist with all customers enquires and complaints or refer to the on-duty manager.

Mountain Biking

- a) Responsible for providing a safe mountain bike experience to our visitors.
- b) Sweep mountain bike tracks on a regular basis to ensure tracks are safe for guests to ride.
- c) Ensure all riders have a valid Mountain Bike pass when using our facilities.
- d) To ensure all riders of the mountain bike park are provided with all the necessary information for their mountain bike experience.
- e) To screen riders and their bikes before they can go down the Mountain bike trails.



	<p>f) To ensure that riders have the required safety equipment before being allowed on the Gondola.</p> <p>g) To maintain the mountain bike trails to a high standard, being sure that all changes made are reflected in the trail grading.</p> <p>h) To provide Medical Response to accidents for the entire Skyline site as required and inform the Activities Manager of any serious or above classed accidents or incidents at the soonest possibility.</p> <p>i) Maintaining Medical Response equipment and ensuring that all packs are well always stocked.</p> <p>j) Daily preparation of the Mountain Bike Park for operation.</p> <p>k) To ensure that all safety equipment is inspected and packed away in a tidy manner at the end of each day.</p>
<p>Social, Environmental & Governance Sustainability</p>	<p>Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:</p> <div style="display: flex; justify-content: space-around; align-items: center; text-align: center;"> <div data-bbox="539 891 788 1010">  People Caring for our people, our communities and our customers </div> <div data-bbox="847 891 1074 1010">  Place A light footprint on the land, guardians of our places </div> <div data-bbox="1139 891 1353 1010">  Prosperity A value-driven responsible business </div> </div> <ul style="list-style-type: none"> • 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.
<p>Health & Safety</p>	<p>Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives.</p> <ul style="list-style-type: none"> • 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

<p>Desirable</p>	<ul style="list-style-type: none"> • 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.
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- 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:

