



JOB DESCRIPTION

Job Title:	Photography Sales
Department:	Activities
Group/Team:	Photography
Responsible To:	- Operations Manager - Activities & Development - Activities Manager – Luge, Photography, MTB & GW - Activities Operations Supervisor – Luge & Photos - Photography Supervisor
Responsible For: (Total number of staff)	0
Job Purpose:	The Photography Sales role is responsible for the day-to-day operations of all Photography areas, including photo sales and the photography of guests at all capture points. 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.
Date last reviewed:	May 2024

SKYLINE VALUES



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



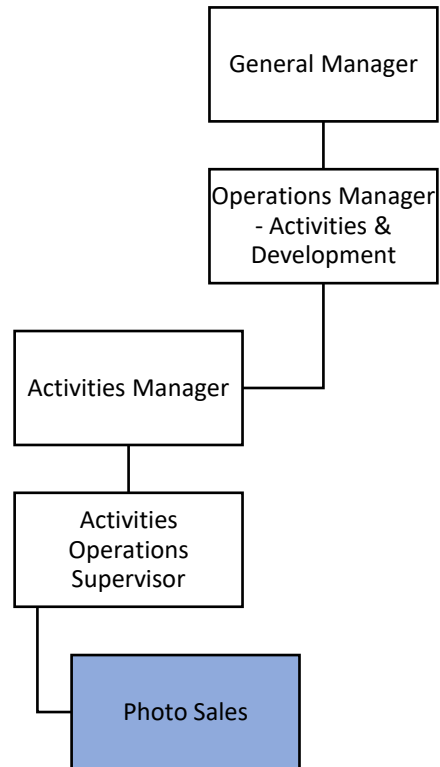
- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed



Organisation Context



Key Relationships

External:
• Guests
Internal:
• Activities Team • Administration



Key Result Area

Responsibilities:

- To actively promote all information pertaining to Skyline Queenstown in a professional manner and assist with the efficient processing of guests through all areas of the business.
- To ensure all operational areas are maintained in a clean and tidy manner at all times. To ensure all inventory and ordering is attended to in accordance with company policy.
- To ensure all relevant plant and equipment is appropriately maintained and presented at all times.
- To ensure that all daily duties are carried out as specified and the department is ready for operation at the required times.
- To follow all operational procedures always ensuring the most efficient possible operation.
- To maintain effective communications with both staff and guests.
- To attend staff meetings, and undertake all personal development and training, as required by the Activities Manager or nominee.
- To maintain a public image which is always compatible with the highest possible standards whilst on the premises.
- To assist with the safe evacuation of the guests as required from the Chairlift/Gondola

Guest Services:

- 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 promote a personal image of excellent grooming, skills and product knowledge.
- To monitor and reinforce excellence in guest service standards in the Luge departments.

Sales:

- To actively participate in all sales opportunities ensuring photo sales are maximised at all times.
- To provide an accurate cashiering and money handling service and ensure the revenue for each Photography POS reflects a true and accurate record of all relevant transactions. To assist with guest enquiries and comments, and actively promote Skyline Queenstown activities by being fully conversant in all current rates, packages, and promotions.
- To ensure security awareness at all times.



Health and Safety:

- To observe and practice safe work methods.
- To encourage other workers to work in a healthy and safe manner.
- To report or rectify any unsafe conditions or equipment.
- To comply with the Health & Safety policy statement and H&S policies and procedures.
- To report all incidents, work related injuries and near misses accurately and timely.

General:

- Any other duties which may be related to and consistent with the above job description as directed by the Activities Manager or nominee.
- Maintain a public image which is always compatible with the highest standards whilst on the premises or representing Skyline in a work capacity.
- Ensure all aspects of the company's purpose and values are upheld.
- Ensure full confidentiality is always maintained.



Financial Responsibilities

Controls a budget **No**

Maximum that may be spent without reference to manager **\$0**

Can spend unbudgeted capital **No**

Is responsible for committing the organization to long-term contracts **No**

Sign correspondence for company **No**

Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable

Knowledge / Experience

Essential <i>(indicate years of experience required as appropriate)</i>	Desirable
	Customer Service experience (1 year)

Change to Job Description

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirements or statutory changes. The job description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

I accept the job description for the position of Photography Sales.

Employee Name

Date

Employee Signature

