



## JOB DESCRIPTION

Job Title:	<b>Gondola Supervisor</b>
Department:	Activities
Group/Team:	Gondola Guest Services Car Park
Responsible To:	Activities Manager - Gondola
Responsible For: (Total number of staff)	Approximately 20
Job Purpose:	Oversee Gondola, Guest Services and Carpark operations to maximise guest flow, gondola ride efficiency and maximising sales whilst always ensuring guest safety.
Date last reviewed:	September 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



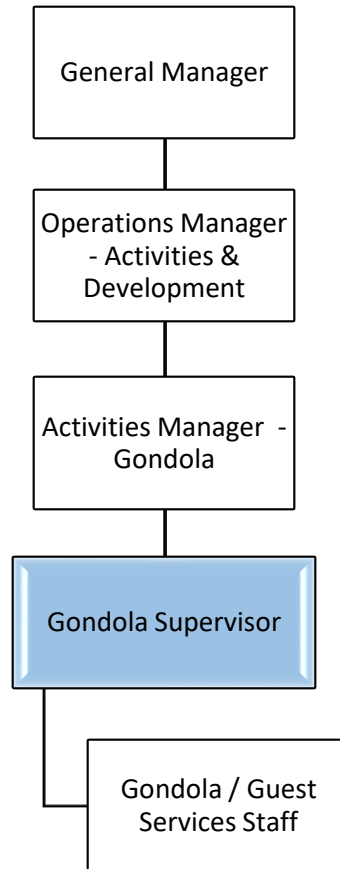
- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- 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: <ul style="list-style-type: none"><li>- Suppliers</li><li>- Delivery trucks</li><li>- St John</li><li>- Fire Service</li></ul>
Internal: <ul style="list-style-type: none"><li>- HR</li><li>- Maintenance</li><li>- Accounts</li><li>- Activities Departments</li><li>- Conference &amp; Events</li><li>- Purchasing</li></ul>



## Key Result Area

The position of Gondola Supervisor encompasses the following major functions or key result areas:

### **Responsibilities**

#### **Provide the highest standard of guest service to Skyline Queenstown guests:**

- To ensure appropriate staffing levels are maintained to provide the highest standard of customer service within budgeted guidelines.
- To ensure appropriate measures are in place to facilitate the swiftest processing of customers through the top and bottom system.

#### **Gondola and Guest Services staff management:**

- To recruit new staff as appropriate to business demands, seasonality and budgeted guidelines.
- To comply with company policy relating to recruitment, induction and associated staffing matters.
- To implement a staff rostering system that minimises labour costs whilst ensuring sufficient staff numbers are on duty.
- To monitor staff performance and undertake performance reviews as required.
- To develop training material for staff.
- To provide on-the-job training, product training and identify personal/skill development needs of staff.
- To monitor and reinforce excellence in guest service standards in the Gondola and Guest Services Department.
- To immediately advise the Activities Manager or Human Resources & Quality Manager of any staffing issues that may result in disciplinary action.
- To maintain high levels of staff satisfaction by providing a clear sense of direction, a leadership style that generates motivation, enthusiasm and commitment to the company's vision and objectives
- To ensure all staff personnel records remain up to date on an ongoing basis.

#### **Ensure the highest standard of product presentation and maintenance:**

- To ensure all Skyline Queenstown personnel are appropriately attired and presented.
- To ensure Gondola plant and equipment is appropriately maintained and presented.
- To ensure all Gondola areas are appropriately maintained and presented.



**Maintain the highest standards of security relating to all aspects of the Gondola, ticketing and car parking:**

- To ensure the correct procedure is utilised for processing all Gondola ticket sales.
- To ensure each ticketing till balances reflects a true and accurate record of relevant transactions.
- To ensure all Gondola plant and equipment is secured as appropriate.

**Maintain and encourage effective internal department and external communication:**

- To attend department meetings and obtain regular feedback from staff.
- To actively communicate company and department issues to staff and present an approachable communication style.
- To liaise with staff from other departments as necessary.

**Car Park operations:**

- Ensure appropriate day-to-day car park operations run smoothly, including maintenance and staff administration.

**Ensure the health and safety of Gondola and Guest Services staff and Skyline Queenstown guests:**

- Keep informed on Legislation, Regulations and approved Codes of Practice and guidelines relevant to the workplace.
- Perform and review hazard assessments.
- Action any alerts from Mango on Reviewing Accidents/ Incidents and Risk reports relevant to their department as a priority.
- Ensure that changes in the workplace and new information are considered when assessments are reviewed.
- Upon recruitment of new workers, ensure all Employment Applications are reviewed for completion of the Pre-Employment Health screening questionnaire and actioned as appropriate.
- Ensure control measures are used, maintained and continue to be adequate, including health monitoring.
- Undertake quarterly reviews of the process for the issue, renewal and maintenance of safety equipment and personal protective equipment
- Ensure any health monitoring test results are assessed on a person specific basis. All sub-optimal health monitoring test results will be assessed on a one-to-one basis dependent on the individual's requirements.
- Ensure any employee subject to health monitoring tests is provided with post-critical event testing and exit testing.



- Ensure that all hazards and level of risk, accidents and incidents are correctly reported on HSE App within 24 hours of the accident/incident.
- Deal with concerns from workers.
- Be prepared to make changes.
- Provide information, instruction, training and supervision.
- Document instances when workers are verbally advised of unsafe actions and given training and instruction of correct procedure.
- Support injured workers in their safe and early return to work.

**General:**

- 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 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
	PHEC trained



## Knowledge / Experience

<b>Essential</b> <i>(indicate years of experience required as appropriate)</i>	<b>Desirable</b>
<i>Computer literate</i>	<i>previous Gondola experience</i>
<i>1 years' experience managing people</i>	

## 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 Gondola Supervisor.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

