



Position Description

Company	Blue Peaks Lodge & Apartments	Date	May 2026
Title	Maintenance Manager – Property Services	Reports to	General Manager
Team	Maintenance	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 oversee all maintenance activities across Blue Peaks Lodge and carry out specific duties on behalf of the Blue Peaks Lodge & Apartments. The role includes managing maintenance schedules, ensuring compliance with health and safety regulations, and maintaining high operational standards. Additionally, the Maintenance Manager may undertake ad hoc maintenance work at Skyline Queenstown's residential and commercial properties.

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 Enterprises 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.



Scope of Role

Responsible for

The Maintenance Manager is responsible for supporting the day-to-day maintenance operations at Blue Peaks Lodge & Apartment, ensuring the property is safe, functional, and well-presented for guests and residents

Key Relationships

Internal

- Skyline Group Manager Property and Accommodation Skyline Property & Facilities Coordinator
- General Manager - Blue Peaks Lodge and Apartments
- Head Office personnel - specifically Finance, People & Capability and CX & Digital teams.

External

- Hotel Guests, Apartment Owners, Contractors, and the general public

Key Accountabilities and Tasks

Main Responsibilities

Description

- Support the Hotel Manager in administrative functions.
- Manage maintenance systems, job allocation, and record-keeping.
- Accurately track time and task details for work completed for Blue Peaks Body Corporate, Skyline Residential Houses, and Skyline Commercial Properties.
- Develop, implement, and regularly review structured maintenance schedules for Blue Peaks Lodge and Apartments.
- Complete tasks in a timely manner and ensure quality maintenance work.
- Order parts and manage inventory in compliance with purchasing policies.
- Allocate costs appropriately and maintain stock control.
- Coordination with Contractors & Stakeholders
- Liaise with guests, commercial tenants, residential tenants, contractors, Blue Peaks Apartments Body Corporate, and Skyline Group's Property and Accommodation Manager.
- Coordinate external contractors and suppliers for specialized maintenance tasks.
- Conduct general maintenance duties, including painting, joinery, and cosmetic repairs.
- Carry out routine inspections to identify maintenance needs across Blue Peaks Lodge, Apartments, and other assigned properties.
- Maintain commercial appliances, oversee regular maintenance contracts, and ensure compliance with electrical safety and certification requirements.
- Develop, implement, and review preventive maintenance programs.
- Document all maintenance activities and ensure adherence to health and safety standards.



	<ul style="list-style-type: none"> • Assist with Capex projects by providing labour assistance to contractors as required. • Maintain grounds to a high standard, including gardening, pruning, lawn mowing, weeding, spraying, tree felling, and snow removal. • Perform general labour tasks such as cleaning, rubbish collection, water blasting, and minor repairs. • Work within the maintenance budget and manage expenses effectively. • Report invoices and costs to the General Manager • Ensure cost-effective purchasing and inventory management. • If required, code expenses via the EXFLOW portal. • Respond promptly to emergency maintenance requests. • Maintain a professional image while representing the company. • Ensure confidentiality is upheld at all times. • Ensure the maintenance and cleanliness of all public areas.
<p>Guest Service</p>	<ul style="list-style-type: none"> • Assist the General Manager, Reception, Housekeeping and wider Blue Peaks team in providing high-quality customer service. • Address guest complaints and inquiries promptly and effectively. • Work closely with the housekeeping and reception teams to ensure tasks are completed efficiently. • Respond promptly and appropriately to guest complaints, resolving issues within established guidelines. • Handle guest enquiries regarding Blue Peaks Lodge and Apartments or refer them to the appropriate Head of Department or Senior Management when required. • Prioritise guest needs above all other activities, consistently delivering the highest level of service. • Address guest requests and queries in a timely, professional, and efficient manner. • Monitor guest interactions and experiences, ensuring satisfaction with all products and services. • Maintain comprehensive knowledge of departmental offerings, products, and services to provide accurate information and support.
<p>Other Responsibilities</p>	<ul style="list-style-type: none"> • Work collaboratively with colleagues, fostering a supportive and positive team culture. • Adhere to company sustainability practices, including minimising waste and following recycling procedures. • Maintain flexibility by performing any other reasonable duties as requested by senior chefs or management.
<p>Social, Environmental &</p>	<p>Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:</p>



Governance Sustainability



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

Essential

- 5+ years of experience in maintenance management
- Relevant qualifications in maintenance, engineering, or a related field, or professional hands-on experience in a trade (e.g., plumbing, electrical, carpentry, painting).
- Excellent contractor management and problem-solving abilities.
- Microsoft Office experience

Desirable

- Experience in hotel environment

Person Specification / Key Attributes

Essential

- highly organised
- Reliable and dependable
- excellent communication skills
- a positive "can-do" attitude and takes pride in their work
- the ability to multi-task and the confidence to use your initiative
- attention to detail and the ability to follow procedures and processes
- ability to work efficiently under pressure while maintaining high standards

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:	

