



We're Skyliners
Inspired by every smile.

Position Description

Company	Skyline Queenstown	Date	May 2026
Title	Assistant Activities Manager – Gondola, Guest Services, Stargazing, & Carpark	Reports to	Operations Manager – Activities & Development Activities Manager – Gondola, Guest Services, Stargazing, & Carpark
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 support the effective management and overall operations within the Cableway, Guest Services, Carparking and Stargazing departments, ensuring the highest standards of product quality, internal and external guest service whilst maximising profitability all whilst always ensuring guest safety.

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**



skyline.co.nz

Scope of Role

The Assistant Activities Manager has delegated authority for the day-to-day operational oversight, team leadership, and service delivery across the Gondola, Guest Services, Carparking, and Stargazing functions. The role operates within company policies, health and safety requirements, and established procedures, supporting the Activities Manager to ensure safe, efficient, and high-quality operations. The Assistant Activities Manager makes operational decisions within scope to maintain system flow, service standards, and commercial outcomes, while proactively addressing issues related to guest experience, staffing, and operational performance. The role provides leadership and coaching to Supervisors and frontline teams, reinforces service excellence and safety expectations, and escalates significant risks, performance concerns, or operational constraints to senior management as required.

Responsible for

- Activities Supervisors
- Gondola Operators
- Guest Services Team
- Stargazing Guides

Key Relationships

Internal

- Cableway
- MTB
- Luge
- Maintenance
- Engineering
- HODS
- General Manager

External

- Guests
- Suppliers
- Contractors

Key Accountabilities and Tasks

General Responsibilities

Description

Operational Responsibilities

- To ensure Gondola, Guest Service, Carparking and Stargazing operations are maximised to provide the highest standard of guest service within budgeted guidelines
- To assist with the recruitment of new staff as appropriate to business demands, seasonality and budgeted timelines.
- To ensure appropriate measures are in place to facilitate the swiftest processing of customers through the top and bottom system.
- To comply with company policy relating to recruitment, induction and associated staffing matters.
- To liaise with the Activities Manager to monitor staff performance within the Gondola, Guest Services and Stargazing teams and undertake or assist performance reviews as required.
- To provide on-the-job training and product training and identify personal/skill development needs of the staff.
- To monitor and reinforce excellence in guest service standards in the Gondola, Guest Service, Carpark and Stargazing departments.



- To drive and motivate Supervisors to delivering desired outcomes.
- To develop and nurture Supervisory, Team Lead and Operator staff to meet their goals.
- To immediately advise the Activities Manager or Human Resources & Quality Manager of any staffing issues that may result in disciplinary action.
- To ensure that Guest Service staff are always maximising sales.
- 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, objectives and core values.
- To ensure all applicable personnel records remain up to date on an ongoing basis.
- To ensure applicable personnel are appropriately attired and presented at all times.
- To ensure results of monthly customer surveys are distributed to relevant staff to formulate and implement an appropriate action plan in conjunction with relevant personnel to improve areas of work performance as may be necessary.
- The Assistant Activities Manager will maintain and encourage affective internal department and external communications at all times.
- The Assistant Activities Manager will be responsible of ensuring the highest standard of product presentation and maintenance.
- The Assistant Activities Manager will monitor stock levels and order to minimise operational cost.
- Monitor operational efficiencies to minimise operational cost.
- To be in consultation with the Activities Manager and Operational Manager to co-ordinate monthly audits addressing operational efficiencies and site quality within their departments.
- To monitor operational efficiencies to improve yield.
- Apply fault finding as per SOP's, including escalation to internal and external contractors to TESTNTEL, Inpark and any other third parties as required.
- To be responsible for maintaining the highest standards of security relating to all aspects of the operation, including securing all plant and equipment as appropriate.
- To ensure plant and equipment is appropriately maintained and presented at all times.
- To ensure the correct procedure is utilised for processing sales.
- To ensure the Guest Service till balances reflect a true and accurate record of relevant transactions.
- To implement monthly incentives.
- Prepare monthly and annual reports as required by the Activities Manager.
- 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.
- To cover Gondola, and Guest Service operations as and when required and dictated to by business levels.

Guest Service Responsibilities

- To be responsible for quality guest service within their relevant departments.
- To deal quickly and correctly with any guest complaints within the established guidelines.
- To deal with enquiries and questions about Skyline Queenstown.



- To promptly respond to guest requests and queries by resolving issues in a timely and efficient manner.
- To observe guests and ensure satisfaction with all products and services.
- To have complete knowledge of departmental products and services.
- To be in conjunction with the management teams, continually observe and monitor service delivery and operational quality and assist the teams with immediate standard improvements as necessary.
- To ensure any guest involved in a moderate or higher incident is followed up.

Other Responsibilities

- To assist the Activities Manager and Operations Manager In the evaluation of future enhancement / providers.
- To assist with the implementation of new products or procedures relevant to their departments.
- Minimise the disruption during the re-development period, ensuring any potential revenue loss is minimised.
- To work closely with the Assistant Activities Manager and Activities Manager – MTB, Photography and Luge due to proximity and interactions of the departments.
- 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 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. This also accounts for viewed CCTV footage both of staff actions and guest activity.

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



Essential	<ul style="list-style-type: none"> • 2-3 years' experience in people leadership / management • Knowledge of NZ H&S requirements
Desirable	<ul style="list-style-type: none"> • Experience working with cableway systems • Extensive customer service experience • Full Drivers License • First Aid Qualification

Person Specification / Key Attributes

Essential	<ul style="list-style-type: none"> • Reliable and dependable • Excellent communication skills • High attention to detail
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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:		

