

## **JOB DESCRIPTION – Schedule B**

<b><u>Position:</u></b>	Activities Operator
<b><u>Location:</u></b>	Skyline Rotorua
<b><u>Department:</u></b>	Activities
<b><u>Responsible to:</u></b>	Activities Management Team, Department Supervisors.
<b><u>Functional Relationships:</u></b>	Activities Team, Maintenance, Administration and SLT.

### **Key Tasks:**

- To ensure that the needs of guests are given priority ensuring the highest level of quality guest service and product knowledge is provided at all times.
- To have the required product knowledge on the activities and services Skyline Rotorua offers.
- To maintain all standards of safety, security, hygiene and administration to required levels.
- To ensure that the needs of the guests are given priority at all times and customer service is maintained to a high professional standard.
- To be trained in a minimum of 3 different Activities and work between department as required.
- To wear the appropriate uniform for your designation/rostered shift.

### **Main Duties & Responsibilities:**

#### **Standard**

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

To comply with all established workplace Health and Safety policies.

- a) To be responsible for meeting and promoting established Health and Safety policies and practices.
- b) To be responsible for the completion of approved workplace Health and Safety documentation.
- c) To report all near misses or incidents that you are involved in or witness.

Ensuring delivery of service that support Skyline's sustainability goals by:

- (a) Ensuring recycling and waste management practices are carried out where possible.
- (b) Maintaining your work area to an environmentally acceptable standard.
- (c) Making suggestions for environmental sustainability improvements.

**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.

**Cashier**

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.
- f) To ensure that riders have the required safety equipment before being allowed on the Gondola.
- g) To maintain the mountain bike trails to a high standard, being sure that all changes made are reflected in the trail grading.
- 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.
- i) Maintaining Medical Response equipment and ensuring that all packs are well always stocked.
- j) Daily preparation of the Mountain Bike Park for operation.
- k) To ensure that all safety equipment is inspected and packed away in a tidy manner at the end of each day.

## **Living Our Values**

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.



- 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

### **Selection Criteria**

1. Staff placed into this role will have previously been or currently fully signed off in one or more of the Activities Departments.
2. Have a previously good history of attendance and behavior whilst working at SR.
3. Must have flexibility and availability for rostering across all teams within the Activities Department and over a 7 Day rolling roster based on operational hours for the period.
4. Have a proven work ethic that aligns with Skyline's Core Values and Behaviours.
5. Have the appropriate qualifications or be willing to gain them to work in a specific department.

### **General**

Any other duties that are related to and consistent with the above Job Description as directed by the Activities Manager.

Ensure full confidentiality is always maintained.

Attend staff training, induction and other professional development as directed.

Ensure all aspects of the Skyline Values and Behaviours are upheld.

Maintain a public image that is compatible with the highest possible standards whilst on the premises.

I accept the job description for the position of Activities Operator.

Name: \_\_\_\_\_ Date: \_\_\_\_\_