



We're Skyliners
Inspired by every smile.

Position Description

Company	Skyline Queenstown	Date	September 2025
Title	Retail Assistant	Reports to	Assistant Retail Manager Retail Manager
Team	Food & Beverage	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 assist the Retail Manager with the profitable operations and effective management of the souvenir store within the budgeted objectives, by ensuring the highest standards of customer service.

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.



Key Relationships

Internal

- All departments

External

- Guests
- Suppliers

Key Accountabilities and Tasks

Quality & Guest Service

Description

The Retail Assistant will be responsible for always providing the highest standard of guest service:

- To ensure the quality and supply of stock is sufficient to meet guest demands, considering seasonal fluctuations.
- To ensure appropriate measures are in place to facilitate efficient queue management and sales through the Retail area.
- Responsible for quality guest service in all areas of operation, whilst undertaking all other duties.
- To greet all guests with a smile & welcome.
- To assist with guest enquiries and comments and actively promote Skyline Queenstown activities.
- To deal quickly and correctly with any guest complaint within established guidelines.
- To ensure guest service is always maintained to a high professional standard.
- To ensure that the needs of the guests are given priority over all other duties, always providing the highest level of quality service.
- To provide occasional cover in the Photography Sales area, including;
 - Processing photo sale transactions
 - Responding to guest enquiries

Operational Performance Excellence

The Retail Assistant will be responsible for ensuring the highest standard of product presentation and stock maintenance:

- To ensure equipment is appropriately maintained and stock is presented to a professional standard, clean and well always organised.
- To maintain stock rotation and turnover procedures.
- To assist in processing all inward goods and checking quantities in deliveries as directed by the Retail Manager.
- The Retail Assistant will be responsible for maintaining the highest standards of security relating to all aspects of the Souvenir store.



Communication	<ul style="list-style-type: none"> To ensure the correct procedure is utilised for processing all sales and ensure each till balance reflects a true and accurate record of relevant transactions. To ensure all Retail equipment and stock is secured as appropriate, and to remain diligent against theft.
	<p>The Retail Assistant will always maintain and encourage effective internal department and external communication.</p> <ul style="list-style-type: none"> To attend department meetings. To actively communicate company and department issues to staff and present an approachable communication style. To liaise with staff from other departments as necessary.
Social, Environmental & Governance Sustainability	<p>Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>People Caring for our people, our communities and our customers</p> </div> <div style="text-align: center;">  <p>Place A light footprint on the land, guardians of our places</p> </div> <div style="text-align: center;">  <p>Prosperity A value-driven responsible business</p> </div> </div> <ul style="list-style-type: none"> 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	<p>Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives.</p> <ul style="list-style-type: none"> 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"> Ability to operate a till/point of sale system Previous experience working in Customer Service facing role 	Desirable	<ul style="list-style-type: none"> Relevant retail/customer service training
Person Specification / Key Attributes			
Essential	<ul style="list-style-type: none"> Strong communication and interpersonal skills 	Desirable	<ul style="list-style-type: none"> Passion for retail and delivering excellent customer experiences



	<ul style="list-style-type: none"> • Ability to work effectively as part of a team • Reliable, punctual, and trustworthy • Positive and approachable attitude • Ability to remain calm and professional under pressure • Flexibility to work evenings, weekends, and holidays 		<ul style="list-style-type: none"> • Proactive problem-solving skills • Confidence to upsell and promote products
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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:	

