JOB DESCRIPTION – Schedule B

Position: Gondola Operator

Location: Skyline Rotorua

Department: Activities

Responsible to: Activities Manager / Gondola Supervisor

Key Tasks:

To take full responsibility for the daily operation of the Cableway and Gondola Cabins.

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 have the required product knowledge on the activities and services Skyline Rotorua offers.

To assist Skyline Rotorua to achieve budgeted profitability in all areas of the operation, e.g. to promote other areas of our operation.

To maintain all standards of safety, security, hygiene and administration to all applicable legislative levels.

Main Duties and Responsibilities:

1.   Responsible for quality guest service within the Gondola operation when on duty.

2.   To maintain and promote the standards of acceptable behavior at all times.

3.   To ensure adequate security awareness at all Gondola outlets are maintained to the highest level.

4.   To assist in any other area as and when directed by the Duty Manager or direct supervisor.

5.   Responsible for the hygiene and cleanliness of the terminal public areas.

6.   Daily preparation of the Gondola for service, maintain resource stock levels, complete cleaning and end of service duties.

7.   Deal quickly and correctly with any guest complaint within established parameters.

8. Meet and Greet Tour Groups as required.

9. Attend and participate in scheduled training for Auxiliary and Static Rescues.

10. 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.

11. 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.

<u>Living Our Values</u>

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 **brave**

- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example

we **care**

- 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 **do**

- 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

<u>Key Competencies</u>

- Customer service skills and personable nature
- Able to use initiative and work unsupervised
- Able to keep calm under pressure
- Computer literacy and mechanically awareness
- Numeracy and cash handling skills
- Reliability and punctuality
- Previous experience with radio communication, chair lifts and static evacuations an advantage

<u>General:</u>

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

Ensure full confidentiality is maintained at all times.

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

Ensure all aspects of the Skyline Mission statement 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 Gondola Operator.

Name: Date: