

JOB DESCRIPTION

Job Title:	Activities Supervisor
Department:	Activities
Group / Team:	Luge / Gondola / MTB / Guest Services
Responsible To:	Operations Manager – Activities & Development Activities Manager
Responsible For: (Total number of staff)	Approximately 20-30
Job Purpose:	The Activities Supervisor will be responsible for the profitable operation and effective management of different aspects of the Activities Department within budgeted objectives by ensuring the highest standards of efficiency, sales, and customer services whilst ensuring guest safety at all times.
Date last reviewed:	March 2025

SKYLINE VALUES



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



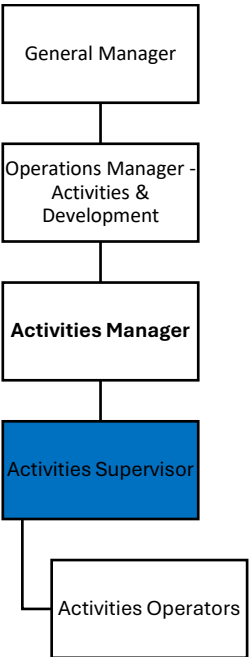
- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- 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



Organisation Context



Key Relationships

External: <ul style="list-style-type: none">• Guests• Suppliers• Rescue teams
Internal: <ul style="list-style-type: none">• All Activities Department• All other Departments



Key Result Area

The Activities Supervisor will be responsible for providing the highest standard of customer service to customers at all times.

- Ensure on and off loading of passengers at all activity stations (internally and externally), assisting as necessary to encourage an efficient and safe environment for all participating groups.
- To assist with the most efficient processing of customers through all Activities.
- To deal quickly and correctly with any guest complaint within established Activities.
- To assist with maintaining the operational status with guests in all weather conditions as directed.
- Ensure all safety critical maintenance checks are complete, and that all opening/closing safety critical requirements are carried out as per Cableway procedure.
- Ensure all discrepancies duly reported to Operations and Engineering management when outside specified working conditions on a daily basis.
- Ensure all tour groups, mountain bikers, staff and regular customers to all work together to participate in Skyline activities in a cohesive manner when interacting with our products.
- To ensure appropriate staffing levels are maintained to provide the highest standard of customer service within budgeted guidelines.
- To ensure appropriate measures are in place to facilitate the swiftest processing of customers through all areas.
- To ensure daily customer comment surveys are distributed to all Activities staff and appropriate action taken in a timely manner to address areas of concern that may be highlighted within customer comment surveys.
- To ensure results of Skyline Enterprises quality surveys are distributed to all Activities Staff and appropriate action taken in a timely manner to address areas of concern.
- To ensure results of monthly customer comment surveys are distributed to Activities Staff and to formulate and implement an appropriate action plan in conjunction with relevant personnel to improve areas of work performance as may be necessary.

The Activities Supervisor will be responsible for all aspects of Activities Staff management.

- To recruit new staff as appropriate to business demands, seasonality and budgeted guidelines.
- Conduct emergency procedure training for all new staff within their remit, ensuring full awareness for each position that an Operator or Activities staff member participates in. This includes areas on the Gondola, Buildings, Carpark and guest emergencies scenarios. Additional periodic shoulder taps to also be conducted to enforce and backup the training in an attempt to minimise future risks onsite.
- To comply with company policy relating to recruitment, induction and associated staffing matters.
- To monitor and maintain health and safety systems and regularly review hazard management procedures and actively promote safe workplace practices.
- To implement a staff rostering system that minimises labour costs whilst ensuring sufficient staff numbers are on duty.
- To monitor staff performance and undertake performance reviews as required.
- To monitor and reinforce excellence in guest service standards in the Activities Department.
- To immediately advise the Operations Manager – Activities & Development or People & Capability Team of any staffing issues that may result in disciplinary action.



- 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 companies vision and objectives
- To ensure all staff personnel records remain up to date on an ongoing basis.

The Activities Supervisor will be responsible of ensuring the highest standard of product presentation and maintenance.

- To ensure all Skyline Queenstown personnel are appropriately attired and presented at all times.
- To ensure Activities equipment is appropriately maintained and presented at all times.
- To ensure all Skyline Queenstown grounds are appropriately maintained and presented at all times

The Activities Supervisor will be responsible for maintaining the highest standards of security relating to all aspects of the Activities Department.

- To ensure the correct procedure is utilised for processing all Luge ticket, Gondola, Guest Services, and MTB sales.
- To ensure each till balance reflects a true and accurate record of relevant transactions.
- To ensure all Activities equipment is secured as appropriate.

The Activities Supervisor will maintain and encourage effective internal department and external communication at all times.

- To attend department meetings and maintain the department logbook 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.

Guest Service

- 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 maintained to a high professional standard at all times.
- To ensure that the needs of the guests are given priority over all other activities, providing the highest level of quality service at all times.

The Activities Supervisor will ensure the health and safety of Activities staff and Skyline Queenstown guests

- Provide first aid and emergency response within all internal areas and all outdoor settings that fall within the Skyline leasehold, Mountain Bike environment and Ben Lomond Reserve.
- Keep informed on Legislation, Regulations and approved Codes of Practice and guidelines relevant to the workplace.
- Conduct emergency procedure training for all new staff within their remit, ensuring full awareness for each position that an Operator or Activities staff member participates in. This includes areas on the Gondola, Buildings, Carpark and guest emergencies scenarios.



Additional periodic shoulder taps to also be conducted to enforce and backup the training in an attempt to minimise future risks onsite.

- Perform and review hazard assessments.
- Action any alerts from SkySafe on Reviewing Accidents/ Incidents and Risk reports relevant to their department as a priority.
- Ensure that changes in the workplace and new information are taken into account when assessments are reviewed.
- Upon recruitment of new workers, ensure all Employment Applications are reviewed for completion of the Pre-Employment Health screening questionnaire and actioned as appropriate.
- Ensure control measures are used, maintained and continue to be adequate, including health monitoring.
- Undertake quarterly reviews of the process for the issue, renewal and maintenance of safety equipment and personal protective equipment
- Ensure any health monitoring test results are assessed on a person specific basis. All sub-optimal health monitoring test results will be assessed on a one-to-one basis dependent on the individual's requirements.
- Ensure any employee subject to health monitoring tests is provided with post-critical event testing and exit testing
- Ensure that all hazards and level of risk, accidents and incidents are correctly reported within the Health & Safety App within 24 hours of the accident/incident.
- Deal with concerns from workers.
- Be prepared to make changes.
- Provide information, instruction, training and supervision.
- Document instances when workers are verbally advised of unsafe actions and given training and instruction of correct procedure.
- Support injured workers in their safe and early return to work.

Any other duties which are related to and consistent with the above job description as directed by the Operations Manager – Activities & Development or nominee

Maintain a public image which is compatible with the highest standards at all times whilst on the premises or representing Skyline in a work capacity.

Ensure all aspects of the company's core values are upheld.
Ensure full confidentiality is maintained at all times.

Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable
PHEC Trained or First Aid Certification	Working at heights



Knowledge / Experience

Essential <i>(indicate years of experience required as appropriate)</i>	Desirable
2+ years Chairlift Experience 1+ years supervisory experience 2+ years Customer service experience	1+ years Luge experience

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

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

Employee Name
Employee Job Title

Date

