Position Description

Company	**Skyline Queenstown**	**Date**	**March 2026**
Title	**MTB Operator**	**Reports to**	**Activities Manager** **Operations Manager - Activities**
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…

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

Scope of Role

Responsible for	0 Staff

Key Relationships			
Internal	• Cableway & Maintenance • Guest Services & Reservations • All SQ Staff	**External**	• Guests • Bike Shops • Trail Builders • ST Johns • Team Sponsors

Key Accountabilities and Tasks	Description
Main Responsibilities	**General** • To be responsible for operations at both gondola terminals, ensuring the safe on and off loading of guests and mountain bikes, and assisting where necessary. • To ensure all areas of the MTB and Gondola operation are maintained in a clean and tidy manner at all times. • To ensure all guests have obtained appropriate tickets for the MTB operation and have a good understanding of the product and benefits. • To ensure the grounds surrounding operating area remain free of litter and other obstructions. • To follow all safety and operational procedures to always ensure safest possible operation. • To instruct guests on safe loading of mountain bikes. • To maintain a safe environment for guests and staff alike. • To participate in team meetings as required. • To assist with maintaining the operational status with guests in all weather conditions as directed. **Sales** • To ensure every effort is made to provide customers with product/services most suitable for their requirements. • To ensure the correct procedures are utilised for processing all Gondola ticket sales and ensure the Gondola till balance reflects a true & accurate record of daily transactions. • To transport all tills/money/valuables as per procedural guidelines. • To develop a good knowledge of Skyline product to increase sales and positive guest feedback. • To actively participate in all sales opportunities including upselling products and ensuring all sales targets are met.
Guest Service	• To greet all Cableway customers with a smile & welcome. • To assist with guest enquiries and comments and actively promote Skyline

	Queenstown activities with knowledge of the company and other products on offer. • 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, always providing the highest level of quality service.
Other Responsibilities	• Work collaboratively with colleagues, fostering a supportive and positive team • culture. • Maintain flexibility by performing any other reasonable duties as requested by management.
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. • To report or rectify any unsafe conditions or equipment. • To use protective/safety equipment wherever provided and required. • To report all incidents, work related injuries and near misses accurately and timely. • To participate in any rehabilitation programmes as required. • To be aware of procedures in the event of emergencies such as fire, bomb, in line with Company policy and legislation.

Knowledge, Experience & Qualifications	
Essential	• MTB knowledge
Desirable	• Customer service – 1 year

Person Specification / Key Attributes	
Essential	• highly organised • Reliable and dependable • excellent communication skills • a positive "can-do" attitude and takes pride in their work • the ability to multi-task and the confidence to use your initiative • attention to detail and the ability to follow procedures and processes • ability to work efficiently under pressure while maintaining high standards

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:	