



**We're Skyliners**  
Inspired by every smile.

## Position Description

<b>Company</b>	<b>Skyline Queenstown</b>	<b>Date</b>	<b>May 2026</b>
<b>Title</b>	<b>Assistant Activities Manager</b>	<b>Reports to</b>	<b>Operations Manager – Activities &amp; Development Activities Manager</b>
<b>Team</b>	<b>Activities</b>	<b>Location</b>	<b>Queenstown</b>

### 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 support the effective management and overall operations within the Cableway, Guest Services, Carparking and Stargazing departments, ensuring the highest standards of product quality, internal and external guest service whilst maximising profitability all whilst always ensuring guest safety.

### 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



[skyline.co.nz](http://skyline.co.nz)

The Assistant Activities Manager has delegated authority for the day-to-day operational oversight, team leadership, and service delivery across several of the Activities departments. The role operates within company policies, health and safety requirements, and established procedures, supporting the Activities Manager to ensure safe, efficient, and high-quality operations. The Assistant Activities Manager makes operational decisions within scope to maintain system flow, service standards, and commercial outcomes, while proactively addressing issues related to guest experience, staffing, and operational performance. The role provides leadership and coaching to Supervisors and frontline teams, reinforces service excellence and safety expectations, and escalates significant risks, performance concerns, or operational constraints to senior management as required.

**Responsible for**

- Activities Supervisors
- Activities Operators & Guides

**Key Relationships**

<b>Internal</b>	<ul style="list-style-type: none"> <li>• All internal departments</li> <li>• HODS</li> <li>• General Manager</li> </ul>	<b>External</b>	<ul style="list-style-type: none"> <li>• Guests</li> <li>• Suppliers</li> <li>• Contractors</li> </ul>
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**Key Accountabilities and Tasks**

Description	
<b>General Responsibilities</b>	<p><b>Operational Responsibilities</b></p> <ul style="list-style-type: none"> <li>• To ensure the Activities' operations are maximised to provide the highest standard of guest service within budgeted guidelines</li> <li>• To assist with the recruitment of new staff as appropriate to business demands, seasonality and budgeted timelines.</li> <li>• To ensure appropriate measures are in place to facilitate the swiftest processing of customers through the top and bottom system.</li> <li>• To comply with company policy relating to recruitment, induction and associated staffing matters.</li> <li>• To liaise with the Activities Manager to monitor staff performance within the Activities teams and undertake or assist performance reviews as required.</li> <li>• To provide on-the-job training and product training and identify personal/skill development needs of the staff.</li> <li>• To monitor and reinforce excellence in guest service standards in the Activities departments</li> <li>• To drive and motivate Supervisors to delivering desired outcomes.</li> <li>• To develop and nurture Supervisory, Team Lead and Operator staff to meet their goals.</li> <li>• To immediately advise the Activities Manager or P&amp;C Partner of any staffing issues that may result in disciplinary action.</li> <li>• To ensure that staff are always maximising sales.</li> </ul>



- 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 company's vision, objectives and core values.
- To ensure all applicable personnel records remain up to date on an ongoing basis.
- To ensure applicable personnel are appropriately attired and presented at all times.
- To ensure results of monthly customer surveys are distributed to relevant staff to formulate and implement an appropriate action plan in conjunction with relevant personnel to improve areas of work performance as may be necessary.
- The Assistant Activities Manager will maintain and encourage affective internal department and external communications at all times.
- The Assistant Activities Manager will be responsible of ensuring the highest standard of product presentation and maintenance.
- The Assistant Activities Manager will monitor stock levels and order to minimise operational cost.
- Monitor operational efficiencies to minimise operational cost.
- To be in consultation with the Activities Manager and Operational Manager to co-ordinate monthly audits addressing operational efficiencies and site quality within their departments.
- To monitor operational efficiencies to improve yield.
- Apply fault finding as per SOP's, including escalation to internal and external contractors to TESTNTEL, Inpark and any other third parties as required.
- To be responsible for maintaining the highest standards of security relating to all aspects of the operation, including securing all plant and equipment as appropriate.
- To ensure plant and equipment is appropriately maintained and presented at all times.
- To ensure the correct procedure is utilised for processing sales.
- To ensure the till balances reflect a true and accurate record of relevant transactions.
- To implement monthly incentives.
- Prepare monthly and annual reports as required by the Activities Manager.
- Attend department meetings 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.
- To cover the operations as and when required and dictated to by business levels.

#### **Guest Service Responsibilities**

- To be responsible for quality guest service within their relevant departments.
- To deal quickly and correctly with any guest complaints within the established guidelines.
- To deal with enquiries and questions about Skyline Queenstown.
- To promptly respond to guest requests and queries by resolving issues in a timely and efficient manner.
- To observe guests and ensure satisfaction with all products and services.
- To have complete knowledge of departmental products and services.
- To be in conjunction with the management teams, continually observe and monitor service delivery and operational quality and assist the teams with immediate standard improvements as necessary.
- To ensure any guest involved in a moderate or higher incident is followed up.





## Person Specification / Key Attributes

### Essential

- Reliable and dependable
- Excellent communication skills
- High attention to detail

## 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:

