



We're Skyliners
Inspired by every smile.

Position Description

Company	Skyline Queenstown	Date	October 2025
Title	Guest Services & Booking Agent	Reports to	Administration Manager Guest Service & Bookings Supervisor Guest Service & Bookings Agent Team Leader
Team	Administration	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 act as a key point of contact, with the Guest Services & Bookings Agent responsible for the accurate and timely management of customer bookings and enquiries for Skyline's products and experiences. The role involves direct interaction with guests and collaboration with team members via phone, email, and face-to-face communication.

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**



skyline.co.nz

Scope of Role			
Responsible for	The Guest Services & Bookings Agent is responsible for handling guest enquiries and bookings across multiple channels, ensuring they are processed accurately and in a timely manner. The role involves delivering exceptional customer service, maintaining detailed records, supporting reconciliation processes, and liaising with other departments to ensure a smooth and seamless guest experience.		
	Key Relationships		
Internal	• All Departments • Administration Team • All staff	External	• Guests • Agents

Key Accountabilities and Tasks	
General Responsibilities	Description
	- Manage guest enquiries and booking requests from customers or third-party agents for all Skyline products and experiences, using various systems via phone, email, bookings platforms, or in person. - Accurately enter booking data and related information into reservations systems in a timely manner. - Liaise with relevant departments regarding reservations, customer requirements, promotions, new products, accounts, and daily updates to ensure accurate and up-to-date information is provided to guests. - Identify opportunities to improve the bookings process. - Maintain confidentiality of guest and company information at all times. - Action new bookings, amendments, and cancellations for direct and third-party bookings, ensuring the process is completed fully and accurately. - Update the website with short-term operational changes as required. - Be flexible to perform a variety of daily tasks based on training and experience level and be available to work across different reservations locations as required.
Sales & Guest Services Responsibilities	
	- Ensure guests are offered the most suitable product or experience to meet their expectations. - Accurately process and bill all transactions. - Maintain accurate records of all bookings, communications, and guest interactions. - Provide guests with relevant, correct, and up-to-date information always. - Develop a thorough knowledge of Skyline's products and experiences, as well as a broad understanding of Queenstown and the surrounding area, including current rates, packages, and promotions. - Maintain excellence in guest service standards, consistently being courteous, professional, and attentive to all customers.



Other Responsibilities	• Attend regular training sessions and departmental meetings. • Assist in training Skyline personnel in reservations as required, ensuring all training documentation is accurate and up to date. • Promote and maintain a culture of continuous improvement across all Admin and Reservations processes. • Uphold the highest standard of public image at all times, both on and off the premises.
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.
Knowledge, Experience & Qualifications	
Essential	• Previous customer service experience in a fast-paced environment. • Strong computer literacy with the ability to confidently use multiple information and reservations systems.
Desirable	• 1+ years of experience using a booking system within the Tourism industry • Salesforce Software Knowledge • Roller Software Knowledge



Person Specification / Key Attributes

Essential

- highly organised
- 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:

