



We're Skyliners
Inspired by every smile.

Position Description

Company	Skyline Queenstown	Date	January 2026
Title	Luge Cart Maintenance	Reports to	Operations Manager – Activities & Development Engineering Manager
Team	Maintenance	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 Luge Cart Maintenance role is responsible for the ongoing maintenance, repair, rebuild, and upkeep of Luge carts and associated equipment. This role ensures all carts are maintained to the highest safety and operational standards, supporting safe operations, asset reliability, and a consistently high-quality guest experience.

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.



Scope of Role



Responsible for	This role sits within the Engineering & Maintenance function and works closely with Operations to ensure Luge carts and associated equipment are maintained safely, reliably, and in line with operational requirements.		
Key Relationships			
Internal	<ul style="list-style-type: none"> • All other Departments 	External	<ul style="list-style-type: none"> • Guests • Suppliers (as required) • Contractors

Key Accountabilities and Tasks	
Description	
General Responsibilities	<ul style="list-style-type: none"> • Undertake preventative and corrective maintenance, rebuilds, and repairs of Luge carts and associated components. • Ensure any identified Luge carts requiring repair are removed from circulation and addressed in line with maintenance schedules. • Complete maintenance tasks in accordance with approved procedures, manufacturer guidelines, and legislative requirements. • Maintain accurate maintenance records, reports, and associated documentation as required. • Identify and report outstanding maintenance issues to the Engineering Manager or Lead Engineer. • Assist with maintaining adequate stock levels of relevant spare parts. • Carry out general maintenance and labouring duties including cleaning, painting, rubbish collection, and basic grounds support as required. • Participate in team meetings and contribute to continuous improvement initiatives. • Support the presentation and cleanliness of workshop areas, facilities, and equipment. • Respond to guest queries professionally when required and support positive guest experiences.
Guest Services Responsibilities	<ul style="list-style-type: none"> • Deliver high standards of guest service within the Luge and wider Skyline site. • Respond promptly and courteously to guest enquiries and requests. • Assist in resolving guest complaints in line with established guidelines. • Maintain sound knowledge of Skyline products, services, and site operations. • Ensure guest needs are prioritised while maintaining safety and operational requirements.
Social, Environmental & Governance Sustainability	<p>Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:</p> <div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  <p>People Caring for our people, our communities and our customers</p> </div> <div style="text-align: center;">  <p>Place A light footprint on the land, guardians of our places</p> </div> <div style="text-align: center;">  <p>Prosperity A value-driven responsible business</p> </div> </div>



Health & Safety	<ul style="list-style-type: none"> • 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. <p>Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives.</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 2+ years experience in a similar role • 1+ years customer service
Desirable	<ul style="list-style-type: none"> • PHEC / First Aid certification

Person Specification / Key Attributes	<ul style="list-style-type: none"> • 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:	

