

JOB DESCRIPTION – Schedule B

<u>Position:</u>	Zipline Guide
<u>Location:</u>	Skyline Rotorua
<u>Department:</u>	Zipline
<u>Responsible to:</u>	Activities Manager & Assistant Activities Managers

Key Tasks:

Being a guide with Zoom Ziplines New Zealand means your approach to safety must be unwavering. You will be responsible for the wellbeing of guests and fellow team members and you will be counted on to uphold the culture of safety that Skyline holds paramount. As an environmentally responsible company, you will also be counted on to be a steward of the land we are operating on. Our commitment to upholding the natural beauty of the area must also be your commitment. As part of the guide you will be responsible for highlighting the natural beauty of the area, as well as highlighting the rich history and culture of the region.

Your exceptional communication skills, creativity, and enthusiasm will be put to good use as you lead guests through breath taking ziplines and exciting freefall jumps. Your demeanor should inspire confidence and focus on each guest's individual needs. As a guide you will have the freedom to shape each experience, and will be encouraged to let your personality shine. Your input will be encouraged; your ideas will be valued.

General Duties Include:

1. To guide guests in a safe and professional manner.
2. To ensure the safety of all participants through the completion of daily safety inspections, guest management techniques, and sound decision-making.
3. To promote Skyline Rotorua, its products and reputation.
4. To facilitate an exciting and memorable zipline adventure for all guests.
5. To personally get to know all names of the guests you meet.
6. To encourage a fun and relaxed atmosphere while on tour.
7. To follow all company policies and procedures without exception.
8. To foster and encourage good communication and support within the staff team.
9. To properly complete all paper work on a daily basis.
10. To be punctual, in uniform and ready to work at the start of every shift.

11. To complete all tasks when directed to, such as: cleaning duties, trail work, maintenance, inspection checklists, and so on.
12. To comply with all established workplace Health and Safety policies.
 - (a) To be responsible for meeting and promoting established Health and Safety policies and practices.
 - (b) To be responsible for the completion of approved workplace Health and Safety documentation.
13. Ensuring delivery of service that support Skyline's sustainability goals by:
 - (a) Ensuring recycling and waste management practices are carried out where possible.
 - (b) Maintaining your work area to an environmentally acceptable standard.

Living Our Values

Skyline Rotorua 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 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

General:

Any other duties that are related to and consistent with the above Job Description as directed by the Activities Manager.

Ensure full confidentiality is maintained at all times.

Attend staff training, induction and other professional development as directed.

Ensure all aspects of the Skyline Mission statement are upheld

Maintain a public image that is compatible with the highest possible standards whilst on the premises.

I accept the job description for the position of Zipline Guide.

Name: _____ Date: _____