

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:

As a Zipline Guide, your commitment to safety must be unwavering. You will be responsible for the well-being of both guests and fellow team members, upholding the paramount safety culture that Skyline prioritises. As an environmentally responsible company, we expect you to be a steward of the land we operate on, sharing our dedication to preserving the natural beauty of the area.

In your role, you'll highlight the region's stunning landscapes, rich history, and vibrant culture. Your exceptional communication skills, creativity, and enthusiasm will shine as you lead guests through their breathtaking zipline experience. Your demeanor should inspire confidence, focusing on each guest's individual needs.

As a guide, you will have the freedom to shape each experience, and we encourage you to let your personality shine. Your insights and ideas will be valued as you contribute to creating memorable adventures for our guests.

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: _____