



MT RUAPEHU

WHAKAPAPA AND TŪROA SKI AREAS

POSITION DESCRIPTION

POSITION TITLE:	Attendant - Lifts
BUSINESS AREA:	Lift Operations
REPORTS TO:	Head of Department
LOCATION:	Tūroa or Whakapapa Ski Area

POSITION PURPOSE:

To provide an exceptional level of guest service and ensure the safe and efficient lift operation at Ruapehu Alpine Lifts.

KEY RELATIONSHIPS:

Internal:

- Ski Area Manager
- Head of Lifts & Trails (Tūroa)
- Head of Lifts (Whakapapa)
- Lift Operations Supervisors and staff
- Other Head of Departments, Supervisors and staff

External:

- Ski Area Guests

KEY ACCOUNTABILITES:

Operational:

- Provide an efficient, polite, friendly and professional service to all guests.
- Load and unload the lifts in a safe and efficient manner.
- Ensure de-icing of lift structures is carried out in a safe and effective manner in accordance with the de-icing manual and procedures.
- Ensure climbing at heights with associated equipment is carried out in a safe manner in accordance with the de-icing manual and procedures.
- Provide up-to-date and accurate information to the public on products and prices, Mt Ruapehu Ski Areas and the local area.
- Ensure all safety and operational checks have been completed, thoroughly and within set timeframes and that quality standards are maintained at a high level.
- Ensure all administrative tasks are completed accurately, neatly and within set timeframes.
- Perform all duties in a safe and efficient manner.
- Deal with complaints, compliments and suggestions in helpful and empathetic manner.
- Provide assistance to your fellow team members at all times.
- Attend and participate in weekly staff meetings and any scheduled full departmental or company staff meetings.
- Carry out any other duties as required by the Supervisors and/or Head of Department, including assisting other departments as required.
- Actively foster a service-focused culture within the Company.

Health & Safety and Compliance:

- Adhere to all company Health and Safety policies, procedures and standards, including the Departmental Risk Register and Accident Reporting processes.
- Maintain a neat, tidy and professional appearance at all times, in compliance with the RAL Uniform and Appearance Policy.
- Adhere to all company policies and procedures as applicable.

Communication:

- Build effective working relationships with a wide range of people using clear and concise speech and effective listening skills.
- Respond in a positive and proactive manner to feedback from the Supervisors and/or Head of Department.
- Maintain an approachable and co-operative persona with co-workers and guests, both internal and external.

QUALIFICATIONS, ATTRIBUTES AND EXPERIENCE

Skills, Knowledge and Experience:

- Ability to handle several critical tasks at one time.
- Thorough knowledge of guest service principles which translates to exceptional guest service.
- Ability to apply appropriate interpersonal styles within a team.
- Ability to share technical information with other technical or non-technical people in a manner that is quickly understandable.

Personal Qualities:

- Commitment to a great guest service.
- Helpfulness when dealing with others.
- Punctual and reliable.
- Positive energy levels.
- A quick response to requests, ideas and suggestions in a non-defensive way.
- A tolerance for uncertain market and weather conditions.
- A flexible approach to work schedules, guest needs and the strategic direction of the organisation.
- Tactfulness and helpfulness in dealing with others.
- Ability to build effective working relationships with a wide range of people.