

Just the Job Information Sheet

Job title

Activities Operator - Luge

Job description

Activities Operators need to be adaptable, patient, understanding, mature and responsible. They also need to be able to put the needs of the customer first, and recognise and address any concerns or difficulties that customers may have.

The Luge Operators role includes:

- Familiarise customers with how the luge operates and provide health and safety briefings.
- Deal effectively with any guest complaints
- Promote other areas of the operation.
- Ensure all health and safety requirements are attained to the highest level including fire and hygiene of designated food and beverage service areas
- Prepare the Activities Department for service, maintain stock levels, cleaning and end of service duties.

Qualifications required

Three years of secondary school education is preferred. Useful subjects include English and a second language is desirable. Holding your first aid certificate is also desirable but not essential.

Training costs

Luge operation skills are gained on the job and full first aid training is also provided when you reach a supervisory role.

Location of job

Skyline Skyrides Rotorua NZ is set high on the side of Mt Ngongotaha in Rotorua. Skyline Gondola Restaurant and luge in Queenstown is accessed by gondola, five minutes from central Queenstown.

Career path

Luge Operators can go on to work in supervisory or management roles within the Activities department.

Salary range

Wages vary on experience and responsibilities within the team all luge staff start on an hourly rate of \$11.50 and increases are on a performance based scheme maintained through regular performance appraisals.

Other careers this profession could lead to

Customer service experience gained as a luge operator can lead to any role requiring customer service skills and experience. The Chairlift experience and qualifications gained in this area can see you qualified to work chairlifts during the skiing season anywhere in the world.

How to increase your chances of successfully entering this industry

* Go to the Skyline Skyrides or Skyline Gondola Restaurant and luge websites to find out what opportunities might be coming up in the short and long term and advise them and place an application to advise of interest in this area.

* Ask if it might be possible to meet with someone who can provide more information about the role and what will make you an attractive candidate.

Other places to source information about this job

www.careers.govt.nz

www.attto.org.nz

<http://www.skylineskyrides.co.nz/rotorua>

<http://www.skyline.co.nz/queenstown>