

**PURPOSE OF POSITION:**

To ensure all staff are able to deliver a high level of customer service, maintaining customer and staff safety all times and manage, in conjunction with the Manager – Food and Beverage, the smooth running of the Walter Peak operation.

**DIVISION:**

Queenstown

**LOCATION:**

Walter Peak

**REPORTS TO:**

Operations Manager

**DIRECT REPORTS:**

Rural Demonstrator – Walter Peak

**REAL JOURNEYS VALUES:**

There is an expectation at Real Journeys that you will contribute towards delivery of our values:

**Keep It Real – Make It Remarkable – Share Your Backyard – Play As One Team – Do It Better – Safe As**

**CORE COMPETENCIES:****CREATING REMARKABLE CUSTOMER EXPERIENCES:**

- Be a gracious host by welcoming and acknowledging all customers;
- Proactively engage with customers. Establish their needs through listening and questions and respond with clear and accurate information;
- Ensure all communication and interactions are conducted in a personable and professional manner;
- Conclude the customers' experience by thanking them with a genuine farewell;

**DEMONSTRATING LEADERSHIP:**

- Be able to demonstrate initiative, and make decisions using sound judgement;
- Lead by example and go the extra mile to make it Remarkable;
- Keep our promises. For the team to work well we do what we say we do;

**A COMMITMENT TO SAFETY**

- Safety is the first consideration in everything we do. It is everyone's responsibility – we comply with current industry standard and best practice. We learn from corrective actions and will not tolerate negligence;
- Safety is openness – you will be encouraged to attend health and safety meetings and where possible provide solutions and feedback. Information is shared, investigation conclusions are open and we report every incident with the intention of taking immediate remedial action;
- Safety is about identifying and reporting all hazards and taking a proactive part in reviewing all hazards and risks associated with them;

## **ROLE SPECIFIC REQUIREMENTS:**

### **PEOPLE**

Responsible for the selection, leadership and training of Rural Demonstrators, in consultation with the TSS Ernslaw / Walter Peak Rural Manager.

- Liaise with the People & Performance Team to ensure company recruitment methods / systems are correctly applied.
- Ensure all staff receive appropriate preparation and training for their roles with continued monitoring of performance and implementation of on job training where required.
- Ensure all staff are given guidance, recognition and/or constructive feedback around their performance, with a focus on developing and motivating a strong team that works well together and provides Remarkable Customer Experiences
- Ensure staff adhere to all cleaning schedules
- Be prepared to work rostered shifts over seven days with extra hours and duties as required.
- Procedures for reporting and following up on customer complaints are clearly understood and are followed by all staff.
- Ensure staff are rostered efficiently and in accordance with budget guidelines.

### **HOSTING**

Welcome customers and ensure their needs are satisfied during their stay/experience.

- Ensure a remarkable experience is provided to all guests within the rural environment. .
- Welcome customers warmly and engage with them in a polite and friendly manner.
- Anticipate our customers' needs and be available to offer assistance.
- All buildings, public areas and service areas are kept clean and tidy. Service areas are fully stocked.
- Customers are thanked and 'farewelled' with sincerity.
- Working closely with the Walter Peak Food and Beverage Manager to ensure customer movements are timely.
- Constantly look at improving the ampitheater / farmshow offering.

### **RURAL TEAM OPERATIONS**

Ensure the day-to-day operation of the grounds and woolshed area is of a high standard, including the presentation.

- Manage the day-to-day operation of the rural areas including pasture management in conjunction with the property manager.
- Ensure that the animals are kept at optimum health at all times, including regular checks ie TB testing for deer and cattle.
- Ensure the highest standards of livestock presentation.
- Notify the Engineering Division of any maintenance tasks as required (ensuring the property is well presented and looking good at all times).
- Manage rural freight deliveries on arrival to Walter Peak from Queenstown.
- Appropriately handle and control any rural goods and stores being aware of regulations.
- Look to continuously improve ground/presentation.
- Manage associated vehicles and plant in conjunction with the Transport Manager and Land & Infrastructure Manager – Walter Peak.
- Produce weekly and monthly reports.

### **PRODUCT DEVELOPMENT**

Provide suggestions on an ongoing basis for product development to the Queenstown Operations Management Team.

- Ensure new product development initiatives have been implemented and monitored to agreed standards.
- Encourage staff to submit new ideas/suggestions.

### **FINANCIAL**

Work within annual budget guidelines for all areas of expenditure under your control.

- Assist with preparation of annual budgets in conjunction with the Operations Manager – Queenstown.
- All expenditure is carefully monitored and properly accounted for.
- All controls are implemented, monitored and reported against on a monthly basis.

### **OTHER DUTIES**

To undertake any other duties as determined by your manager

- Sometimes in the course of your role, you may be delegated responsibility by your manager, or need to report to someone who has been delegated responsibility.
- Ensure all work environments, wharves, coaches and vessels are maintained to a high standard of cleanliness and presentation
- Ensure that all rubbish is collected, disposed of appropriately and recycled accordingly