



## Position Description SCHEDULE B

---

**Job Title:** Activity Operator

**Reports to:** Activity Operations Head of Department

### Purpose of Role

To be responsible for greeting, hosting & launching customers at designated AJ Hackett Bungy NZ sites. Providing & enhancing the customer experience, whilst adhering to strict H&S regulations in line with the AS/NZS 5848 Code of Practice & Amusement Device License & upselling other AJHBNZ products.

### Reporting Relationships

Cross reporting will be a daily requirement for all AJHBNZ Crew

#### Functional Relationships

- Activity Operations Technical Manager
- Site Manager
- Site Controllers
- Activity Supervisors
- Activity Leader
- Activity Masters

#### Working Relationships

- GM & SMT
- Frontline Crew
- S&M Team
- P&V Crew
- Transport Crew
- Maintenance Crew
- Equipment Supervisor
- Contractors
- Customers

### Key Accountabilities

#### Health & Safety

*Responsibilities include:*

- Have full understanding of & adhere to, all H&S policies, ERP's, SOP's, procedures & regulations
- Ensure AJHBNZ H&S policies are adhered to, including the timely reporting & follow up on all hazards, incidents, injuries or near misses
- Demonstrate comprehensive understanding of all tasks, manuals, systems & procedures
- Ensure safety of all Crew, Contractors, Visitors & Equipment; proactively mitigating & taking responsibility for any potential H&S issues
- Participate in the development of a safe & healthy workplace
- Complete any remedial actions, as required by the H&S Manager, to meet specific H&S compliance requirements
- Ensure safety standards are maintained by checking customers meet our requirements regarding age, weight & medical conditions
- Safely check customers in for their activity by accurately & consistently following company procedures

- Provide clear & comprehensive safety briefings to customers
- Demonstrate responsible & correct use of PPE
- Maintain all areas of the site in a clean, safe & presentable manner
- Attend & contribute to regular department meetings that include a review of all current incidents, hazards & new H&S business

*Key performance indicators:*

- *Customers are fully aware of H&S considerations*
- *All PPE is worn correctly & as required; maintained & cared for, as directed & repair/replacement is reduced, consequently*
- *Demonstrates responsibility for the overall safety of Crew, Contractors, Visitors, Equipment at all times & registers hazards, as they arise*
- *Operating & H&S standards are consistently & accurately met, in line with SOPs; issues are reported & dealt with in a timely manner & SM is kept aware of any compliance irregularities*
- *Any accidents, incidents, near misses or injuries are reported accurately, in a timely manner & are reduced, consequently*
- *Sites are maintained as best possible, resulting in reduced maintenance & repair work required consequently*
- *Any incidents that involve, or have potential to, harm are proactively investigated with action points implemented, as soon as practicable*
- *Activities run as per the AJHBNZ H&S Policy Statement, SOPs & practices*

## **Customer Experience**

*Responsibilities include:*

- Ensure you fully understand customer service expectations &, as part of a team, work to deliver the best possible experience, that is both professional & appropriate, at all times
- Create & maintain an energetic, fun & professional atmosphere
- Proactively greet & engage with all site visitors
- Acknowledge all customers, on arrival & endeavour to serve them in a timely manner
- Proactively seek out & engage with AJHBNZ spectators to make them feel included in the experience & encouraged to upgrade
- Liaise with S&M team to fulfill any famil, media or email requests
- Act as a point of contact for the discussion & resolution of customer issues, when required
- Show awareness of when & how to escalate an issue or customer complaint appropriately
- Ensure yourself & all Activities are presented in a manner which best represents AJHBNZNZ & any maintenance issues are dealt with, or handed to the correct person
- Demonstrate passion for the story of Bungy & AJHBNZ
- Communicate effectively & appropriately with customers & Crew

*Key performance indicators:*

- *All customers receive a consistent, high level of customer service & an outstanding, memorable experience*
- *Sites & Crew are presented in an upbeat, fun, professional & energetic manner*
- *AJHBNZ & the Operations Crew have a strong, positive culture*
- *Visitors, Famil groups, Customer & Media are hosted in a positive manner that encourages them to sell, promote & speak positively about AJHBNZ Activity experiences*
- *Feedback received is positive about all aspects of the products/services provided*

- *Customers are given full explanation about the range of products on offer & encouraged to purchase/increase purchases. All information provided to customers is correct, relevant & current*
- *Atmosphere at sites is positive, welcoming & engaging for Crew & customers*
- *Strong relationships with Contractors, Agents & Customers are maintained & improved on*
- *All S&M requests are completed in a timely, efficient manner*
- *Customer issues are handled in a timely, efficient & satisfactory manner & handed to Managers, where required*
- *Activities are always presented in a clean & professional state, any maintenance requirements are recorded & forwarded to the correct Crew*

## **Service**

*Responsibilities include:*

- Demonstrate a comprehensive understanding of all Activity tasks, manuals, systems & procedures
- Maximize the effective performance of the Activity Operations environment that is under your control
- Participate in core Activity processes, assisting Activity Operations Crew, as required
- Maintain accurate personal & operational records, in accordance with regulations
- Follow written & verbal instructions
- Contribute to a team delivering professional & appropriate customer service in all situations
- Conduct any additional duties, as required by Senior Activity Operations Crew or any other member of Senior Management
- Attend & participate in departmental meetings, as requested
- Actively participate in Crew training activities, as required
- Communicate effectively & appropriately with customers & Crew in all departments
- Demonstrate a commitment to team building & actively participate in team activities
- All Crew are in uniform with correct name badge & fit for work

*Key performance indicators:*

- *Activity Operations are maintained at maximum efficiency, where possible*
- *All record keeping, log books & timesheets are completed accurately & in a timely manner*
- *All tasks are completed accurately, efficiently & in a timely manner*
- *Meetings & training are attended & participated in, in an enthusiastic & positive manner*
- *Strong relationships with Crew in all departments are formed & maintained*
- *Training levels are completed on time, as directed Activity Supervisors & Activity Leaders*
- *Clean & professional presentation of uniform, including name badge, at all times*
- *Current SOP's are adhered to*
- *SOP's are adhered to, systems are monitored & issues communicated, to ultimately minimise any potential for injury or loss of business*
- *All tasks are completed competently, within required time frames*

## **Sales**

*Responsibilities include:*

- Demonstrate a comprehensive understanding of AJHBNZ products
- Proactively promote & drive the sale of all other AJHBNZ activities & products

*Key performance indicators:*

- *Sales targets are met & beaten on a consistent basis*
- *All information provided to customers is correct, relevant & current*

## **Assets**

*Responsibilities include:*

- Assist Operational Crew, as required, in ensuring all Activity assets are maintained & in good working order
- Work with the Maintenance Crew, assisting where required, to ensure all maintenance systems, procedures & scheduled checks are undertaken, current & reviewed on a regular basis
- Have a sound knowledge of the technical aspects of Activity products, including associated maintenance requirements

*Key performance indicators:*

- *Maintenance issues are dealt with, in a timely manner & elevated to the appropriate parties, as required, ensuring a timely resolution with minimal impact on operations*
- *Assistance with maintenance is provided, as required*

## **Professional Attributes**

### **Personal**

- Organised & reliable
- Demonstrate a professional manner in all workplace interactions
- High tolerance for stress & ability to manage high stress situations, in an appropriate manner
- Flexibility with rostering; awareness & acceptance that work hours & days may adjust to meet seasonal & business needs
- Strong customer service focus; understands the importance of promotion of the company brand, values & culture
- Adopts & adheres to company culture & values
- Energetic, self-motivated
- Confident, outgoing & approachable personality
- Strong team player with ability to work unsupervised & proactively
- Maintains professional & appropriate manner & remains open, honest & objective in all work-related matters
- Able to engage confidently in public speaking & demonstrates strong written & verbal communication skills
- Clean & professional presentation
- Fit & able to perform all physical requirements of the role
- Ability to follow procedures
- Willing to learn new tasks, embrace change & receptive to new ideas

### **Qualifications & Experience**

- Current Workplace First Aid Qualification

*Flexibility will be required in all roles & AJHBNZ expect all employees to get involved in tasks, when asked. We have done our best to outline the key components of this role but, as with any tourism related business, employees may be required to complete additional tasks on an ad-hoc basis, to ensure continued, smooth operation of business.*

**Employee Name:**

**Signed:**

**Date:**

**Manager Name:**

**Signed:**

**Date:**