



## Position Description

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**Job Title:** Activity Operator

**Reports to:** Activity Supervisor

### 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, MBIE, SANZ & local authority operational requirements & upselling other AJHBNZ products.

### Reporting Relationships

Cross reporting will be a daily requirement for all AJHBNZ Crew

#### Functional Relationships

- Activity Masters
- Site Manager
- Activity Operations Crew
- HR & H&S Manager
- H&S Officer

#### Working Relationships

- All Taupo Crew
- North Island General Manager
- S&M Team

### 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*
- *PPE is worn correctly, when performing role, maintained & cared for as directed & repair/replacement is reduced*
- *Demonstrates responsibility for the overall safety of Crew, Contractors, Visitors, Equipment at all times & registers hazards, as they arise*
- *Familiar with the requirements of HSWA, AJHBNZ H&S Policy statement, H&S Manual, standards are consistently & accurately met, in line with SOPs & Site is run as per these requirements*
- *Any accidents, incidents, near misses or injuries are reported accurately, in a timely manner & are reduced, consequently*
- *Site is maintained as best possible, resulting in reduced maintenance & repair work being required*
- *Any incidents that involve, or have potential to, harm are proactively investigated with action points implemented, as soon as practicable*
- *Sites are maintained as best possible, resulting in reduced maintenance & repair work required consequently*
- *Activities run as per the AJHBNZ H&S policies, SOPs & are compliant with industry regulations & requirements*
- *Proactive approach taken towards all H&S matter*

## **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*
- *Demonstrate a comprehensive understanding of AJHBNZ products*
- *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.*
- *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 AMs, HJM or any other member of 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 HJM*
- *Clean & professional presentation of uniform, including name badge, at all times*
- *SOPs 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:*

- 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; an experienced multi-tasker able to cope with fast paced environment
- Flexibility with rostering
- Demonstrates effective time management & planning ability
- Strong customer service focus
- Adopts & adheres to company culture & values
- Confident & approachable personality; able to develop rapport & positive relationships
- Self-motivated, strong team player with ability to work proactively & supervised
- Maintains professional & appropriate manner & remains open, honest & objective in all work-related matters
- Demonstrate clear, strong & appropriate communication skills for all interactions with customers & Crew (written, verbal & digital) & able to engage confidently in public speaking
- Clean & professional presentation
- Ability to follow established procedures
- Willing to learn new tasks, embrace change, open & receptive to new ideas
- Accountable & able to admit own mistakes
- Composed & able to manage high stress situations in an appropriate & effective manner.
- Target focused, dedicated to continuous improvement
- Fit & able to perform all physical requirements of the role

### **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:**