

Position Description – Lodge Attendant

Ultimate Hikes are the exclusive operators of multi day guided walks on the famous Milford & Routeburn Tracks.

The tracks are New Zealand's most iconic of the Great Walks, and along with the Greenstone Track, showcase the majestic nature of Fiordland and Mt Aspiring National Parks. We combine the opportunity to inhabit these great locations and challenging hiking tracks with the comfort of private lodges and unique hospitality in the most remote of locations.

Over the season we employ a range to people to work together to make our guided walks the most memorable experience for our guests.

Purpose

A Lodge Attendant is responsible for the day-to-day housekeeping duties required to maintain a remote lodge complex. You will be part of a close-knit team providing a high standard of hospitable service.

Location

The role is seasonal and based at one of the remote lodges on the Milford or Routeburn Tracks. The lodges, except Mitre Peak Lodge, are inaccessible by road.

Relationships

The role reports to the Lodge Manager/Relief Lodge Manager

Authority Level

This position carries no financial authority.

Key skills and responsibilities

- Provide guests with a welcoming lodge environment and a high standard of service.
- Undertake all lodge housekeeping duties to the standard expected by the company. Duties include but are not limited to general cleaning, laundry, servicing bedroom units, cleaning all bathrooms, bed making and vacuuming.
- Assist in the lodge kitchen as required, including meal preparation and service, dishes and kitchen clean up.
- Assist in the operation of the lodge bar, serving drinks and accurately charging guests accounts.
- Be prepared to work split shifts with varying hours and duties as required.
- Fit into a close-knit lodge team, show tolerance of others, and work in a positive and mature manner.
- Approaching each working day in a positive and enthusiastic manner.

Health and Safety Requirements

Take reasonable care for your own health and safety and ensure your behaviours do not adversely affect the health and safety of other people as per Ultimate Hikes Health & Safety plan.

Identify and report hazards within the work place. Compliance with all equipment training. When handling food, comply with the requirements of the Food Control Plan.

Experience required

Lodge attendants must be able to demonstrate all or some of the following:

- Experience in housekeeping.
- Ability to work within set time frames when completing the various tasks and duties.
- Ability to live and work alongside others for long periods of time, getting on with each other, building relationships to create a fun and harmonious work and living environment.
- Enjoy being part of a team, take initiative and be willing to go the extra mile to help someone or get a job done.
- Fluent in a foreign language, preferably Japanese or Korean.
- Experience working for Ultimate Hikes or an affiliated Trojan Holdings company.
- Have a great attitude, is a team player and willing to learn new skills.
- Experience working in a remote area or location would be an advantage.