

Position Description – Lodge Attendant

Ultimate Hikes offers multi-day guided walks on New Zealand's iconic Milford and Routeburn Tracks, showcasing the breathtaking beauty of Fiordland and Mt Aspiring National Parks. Guests enjoy the perfect blend of adventurous hiking, comfortable private lodges, and warm hospitality in some of the country's most remote and spectacular locations. Each season, our dedicated team comes together to deliver truly unforgettable experiences.

Purpose

Lodge Attendants are responsible for providing daily housekeeping and hospitality services to create a welcoming guest experience and maintain the presentation of a well-kept lodge complex. As part of a close-knit team, you will deliver high standards of service throughout the lodge.

Key responsibilities

Lodge Attendants play a significant role in Ultimate Hikes successfully providing an excellent experience for our guests while on track. We expect our Lodge Attendants to approach each working day in a positive and enthusiastic manner. Lodge Attendant's tasks include but are not limited to:

Housekeeping & hospitality

- Create a warm and welcoming lodge environment by providing exceptional guest service and housekeeping that consistently exceeds guest and company expectations.
- Perform a range of housekeeping duties including but not limited to general cleaning, laundry, room servicing, bathroom cleaning, bed making, and vacuuming.
- A thorough lodge clean is required mid-season, again at the end of the season, and as needed in line with our Illness Response Plan.
- Assist with kitchen operations, including food preparation, meal service, dishwashing, and maintaining kitchen cleanliness.
- Serve drinks responsibly, follow Host Responsibility guidelines, and accurately charge guest accounts.
- Communicate effectively with guests and staff, maintaining professionalism in all interactions.
- Consistently represent Ultimate Hikes with professionalism and integrity, demonstrating the company's values in all interactions.

Health & Safety

- Adhere to the lodge's Safety Management System, participate in regular Health & Safety meetings and promote a positive Health & Safety culture.
- Identify and report workplace hazards, ensuring compliance with all safety procedures, including the Food Control Plan when handling food.
- Assist in ensuring that all lodge equipment is safe, well-maintained, and in working condition.
- Participate in regular Health & Safety meetings at the lodge.

Other

- At times, accompany walker(s) who are returning to the lodge (referred to as "turnback"), or cover the work of someone who is undertaking this task. Training is provided.

- Be prepared to work split shifts with varying hours and duties as required including evenings and weekends.
- Maintain flexibility and be readily available at short notice to step in and cover absences as needed.
- Complete timesheets in an accurate and timely way.
- Assist with the pest control plan at the lodge.
- Assist the Lodge Manager with maintaining the lodge, ensuring it remains in excellent condition for guests and staff.
- Fit into a close-knit lodge team, show tolerance of others, and work in a positive and mature manner

Location

The role is based at one of the remote lodges on the Milford or Routeburn Tracks where you will work and live for up to five weeks at a time. These lodges, with the exception of Mitre Peak Lodge, are inaccessible by road.

Relationships

The role reports to the Lodge Manager and Lodge Assistant Manager at your lodge.

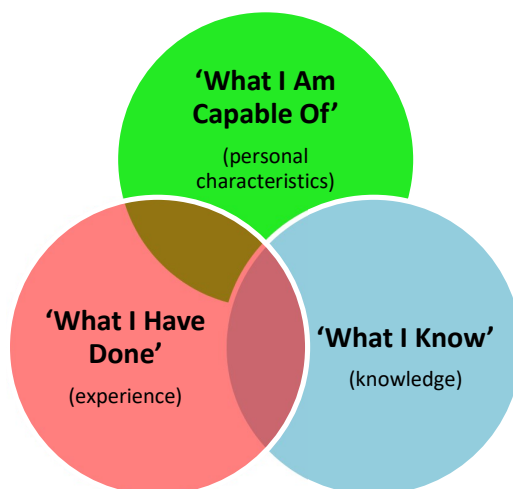
Person Specifications

This part of the job description explains the main qualities we expect from our Lodge Attendants. These descriptions of success will help Ultimate Hikes in several ways:

- Setting a standard for lodge attendant teams
- Playing a part in finding and employing the most suitable lodge teams
- Helping us keep our team for multiple seasons

To keep things simple, the Success Profile has three main parts. Details of each part are explained in the following pages.

Person specification



What I have done (experience)

To be successful as a Lodge Attendant, it is expected that the individual will have been exposed to experiences that shape their future responses to often challenging situations.

Essential experience:

- A passion for delivering exceptional guest experiences and hospitality
- Experience in housekeeping
- Ability to complete tasks efficiently and within designated time frames
- Experience working in a collaborative team environment
- Strong communication skills
- You must have the right to work in New Zealand

The following would also be an advantage:

Desirable experience:

- Working and/or living in a remote area would be an advantage
- Experience with Ultimate Hikes or an affiliated Trojan Holdings company

What I know (knowledge)

Our lodge staff will need to know their stuff, ensuring they deliver excellence and will contribute to their personal credibility.

Essential skills:

- Good physical fitness
- A proven ability to learn, apply new skills and grow through constructive feedback
- Ability to control outward behaviour especially under pressure
- Adapts well to changing schedules, guest needs, and team dynamics with a flexible and positive approach, staying resilient in challenging situations
- Have a great attitude, be a team player, take initiative and be willing to go the extra mile to help someone or get a job done

Desirable skills:

- First aid certificate
- A trade or hospitality background

What am I capable of (personal characteristics)

These competencies define the key behaviours, knowledge, and motivations that contribute to success as a Lodge Attendant and are goals we hope you'll strive for.

Essential performance characteristics of all roles in Ultimate Hikes

Results Driven <ul style="list-style-type: none">• Performs well in challenging and high pressure situations• Stays focused and seeks challenging opportunities	High-Speed Learning <ul style="list-style-type: none">• Continuously challenges own abilities and seeks new learning opportunities• Quickly applies learning to achieve results
Self Awareness <ul style="list-style-type: none">• Self-aware and humble, understanding the impact of their actions on others• Committed to continuous improvement through feedback and self-challenge	Passion & resilience <ul style="list-style-type: none">• Driven by passion and a strong work ethic• Perseveres through obstacles & setbacks• Has a strong work ethic, with a "can do" attitude and strong concept of team

Trust & integrity <ul style="list-style-type: none"> • Acts with honesty, integrity, and transparency • Respects confidentiality and avoids self-serving behaviour • Builds empathy and trust through open, respectful communication 	Adaptability <ul style="list-style-type: none"> • Adjusts behaviour and communication to others' needs • Maintains effectiveness in changing situations
Energy <ul style="list-style-type: none"> • Maintains stamina and works long hours when needed 	Safety <ul style="list-style-type: none"> • Identifies and addresses safety issues, upholding safety standards

Specific characteristics

Manages the work <ul style="list-style-type: none"> • Efficiently manages time, priorities, and resources • Focuses on task completion and avoids conflicts 	Getting the best out of others <ul style="list-style-type: none"> • Motivates and develops others by setting high standards, building confidence, and enhancing skills and capabilities • Adapts communication and leadership style to individuals and situations, while giving and receiving feedback effectively
Building & maintaining relationships <ul style="list-style-type: none"> • Relates well to all kinds of people • Builds rapport and supports others with diplomacy and tact • Resolves conflict and handles sensitive issues with amicable agreement & integrity 	Making change happen <ul style="list-style-type: none"> • Identifies impactful interventions and addresses resistance • Makes tough decisions • Ensures changes improve performance
Planning & prioritising <ul style="list-style-type: none"> • Sets clear outcomes and focuses on critical tasks • Breaks work into steps, delegates appropriately, and adjusts for obstacles • Evaluates performance against objectives 	