

JOB DESCRIPTION

JOB TITLE

PORTER/ DRIVER

REPORTS TO

GUEST SERVICES MANAGER

DEPARTMENT

FRONT OFFICE

POSITION OVERVIEW

Millbrook Resort is New Zealand's leading lifestyle resort. Our mission is to be recognised as world-class and achieve excellence in all aspects of our business.

The Porter/Driver is a vital member of the Guest Services team and plays a key role in creating exceptional first and last impressions for every guest visiting Millbrook Resort. As a highly visible ambassador of the resort, this role delivers personalised five-star service through guest transportation, luggage handling, concierge support, resort presentation and operational assistance across multiple departments.

This is a hands-on, physically demanding and predominantly outdoor role requiring flexibility, initiative and a genuine passion for luxury hospitality. The Porter/Driver acts as a true "Jack of All Trades", supporting guests and colleagues wherever required while ensuring every interaction reflects the world-class standards of Millbrook Resort. The successful candidate will proactively anticipate guest needs, exceed expectations and contribute to memorable guest experiences throughout the entire guest journey.

SUCCESS PROFILE

The successful candidate will be a proactive, service-focused hospitality professional who thrives in a fast-paced luxury resort environment and is passionate about creating exceptional guest experiences.

- Full, clean New Zealand Driver's Licence is essential; Passenger Endorsement (P Class) is highly advantageous.
- Passionate about delivering exceptional five-star guest experiences and creating memorable first and last impressions.
- Highly proactive, with the ability to anticipate guest needs and consistently exceed expectations.
- Friendly, personable and professional, with excellent communication and relationship-building skills.
- Previous experience in hospitality, tourism, luxury accommodation or customer service environments preferred.
- Organised, adaptable and able to effectively manage multiple priorities in a fast-paced environment.

- Physically fit and comfortable performing manual handling duties, including frequent luggage handling and resort deliveries.
- Comfortable working outdoors and across all areas of the resort in varying weather conditions.
- Immaculately presented with a positive, can-do attitude and strong attention to detail.
- A collaborative team player willing to assist across departments and support operational requirements wherever needed.
- Committed to maintaining the highest standards of safety, professionalism and guest confidentiality.

POLICIES & PROCEDURES

- Ensure compliance with all applicable legislation including the Health and Safety at Work Act 2015 and other statutory requirements.
- Demonstrate a commitment to Millbrook Resort's environmental and sustainability initiatives through daily work practices.
- Maintain strict confidentiality of guest, employee and company information in accordance with the Privacy Act 2020.
- Comply with all Millbrook Resort policies, procedures, standards and service expectations.
- Promote a safe, inclusive and respectful workplace culture.

KEY ACCOUNTABILITY

Guest Experience & Arrival Services

- Serve as one of the first and last points of contact for guests, creating exceptional first and lasting impressions that reflect Millbrook Resort's luxury service standards.
- Anticipate guest needs and consistently deliver personalised, five-star service experiences.
- Welcome guests upon arrival and assist with departures in a warm, professional and engaging manner.
- Escort guests to accommodation and provide orientation of room features, resort facilities and services where appropriate.
- Give guests a comprehensive tour of their accommodation and demonstrate key room features, appliances and equipment to ensure they are comfortable and familiar with their surroundings.
- Build positive guest relationships and respond promptly and professionally to enquiries, requests, feedback and concerns.
- Ensure all guest and visitor queries, requests and complaints are responded to in a friendly, professional and timely manner, taking ownership to achieve positive outcomes wherever possible.
- Support Reception and Guest Services with arrivals, departures, guest communications and operational requirements.
- Maintain a visible presence around the resort, proactively offering assistance to guests whenever opportunities arise.
- Ensure all guest interactions reflect Millbrook Resort's values and service standards.

Transportation & Driver Services

- Safely transport guests throughout the resort using resort vehicles and golf carts.
- Conduct guest transfers to approved destinations including Arrowtown, Queenstown and other designated locations as required.
- Ensure shuttle and guest transportation services operate efficiently and in accordance with schedules, operational requirements and guest expectations.
- Welcome all guests travelling on resort shuttles and transfers, providing a friendly, professional and informative transportation experience.
- Provide a friendly, informative and professional transportation experience for all guests.
- Ensure resort vehicles are clean, presentable, fuelled and maintained to the highest standards.
- Complete routine vehicle inspections and promptly report any maintenance or safety concerns.
- Operate all vehicles in accordance with road regulations, resort policies and health and safety requirements.
- Support transportation requirements for VIP guests, weddings, conferences, events and group arrivals.

Resort Presentation, Cleaning & Operational Support

- Maintain exceptional presentation standards throughout guest arrival areas, Reception surrounds and public spaces.
- Ensure entrances, pathways and guest-facing areas are clean, tidy, safe and free from hazards.
- Undertake cleaning duties within Reception and other designated resort areas as required.
- Support housekeeping operations through the transport and delivery of linen, supplies, amenities and equipment.
- Assist in maintaining housekeeping dollies, storage areas and operational workspaces.
- Support room servicing functions, room set-ups and turndown requirements when required.
- Assist with linen changes, bed configurations, room set-ups and turndowns as required to support housekeeping operations.
- Deliver room service orders, food and beverage items, guest amenities, newspapers and other guest requests promptly and professionally.
- Assist with internal deliveries between departments across the resort.
- Undertake basic vehicle maintenance and presentation checks to ensure resort vehicles remain clean, operational and guest-ready at all times.
- Proactively attend to minor maintenance repairs where appropriate and promptly report larger maintenance concerns, hazards or malfunctions to the Maintenance team.

- Identify and report maintenance issues and proactively assist with minor operational support tasks where appropriate.