

Position description

Position title: Tour Guide

Position type: Casual

Location: Zealandia, 53 Waiapu Road, Karori, Wellington

Supervisor: Product Manager Tours

Purpose of the role

Zealandia is renowned world-wide as a leading conservation, education, research and tourism organisation in Wellington. Each year Zealandia welcomes over 135,000 visitors, with more than 27,000 visitors experiencing Zealandia through a guided tour. Our guided tours provide a unique opportunity to enrich the experience of a visitor, helping them to see New Zealand's flora and fauna as well as providing the visitors with a greater awareness of the importance of conservation activities and how they can help in their own home.

A Zealandia Tour Guide has a unique opportunity to enrich the experience of a visitor to Zealandia through leading tours of up to 15 people. Our Guides provide informative commentary about the history of Wellington, Zealandia's conservation and restoration mission, as well as flora and fauna seen in the valley. It is our goal that every visitor on a guided tour understands how they can continue conservation in their own home.

The position description covers guiding for the following tours – Zealandia by Day, Cruise Ship Tours, Private Tours, Twilight Tours, Zealandia by Night Tours, Zealandia at Dawn Tours, Photography Tours, Kids' Night Walks and Student Night Walks. The position description also covers trainers and VIP/ambassador guides. Applicants are able to work across multiple tour types as long as they are trained in and qualified for the respective tour product.

Like all members of staff at Zealandia, the person in this role will be expected to actively uphold the principles of Te Tiriti o Waitangi, maintain and promote exceptional health and safety, and support the maintenance of biosecurity in the sanctuary.

Organisation background

Zealandia Te Māra a Tāne is an organisation that cares for a 225-ha world class ecosanctuary in Wellington, New Zealand. We have a 500-year vision to restore a unique forested valley—Te Māra a Tāne. Zealandia's first generation of restoration effort has resulted in flourishing forests and the establishment of many native species, from hihi to tuatara. Looking forward, Zealandia Te Māra a Tāne's next generation is focused on '[Living with Nature—Tiaki Taiao, Tiaki Tangata](#)'. *"We connect people with our unique natural heritage, and inspire actions that transform how people live with nature in our cities, towns and beyond"*. This purpose is visible through our leading education, conservation, restoration and engagement activities.

Zealandia Te Māra a Tāne is a not-for-profit organisation, and its conservation, restoration and outreach work is made possible by an award-winning sustainable business model. Funding currently comes from visitors and tours, our café, memberships, grants, sponsorships and donations. Every role in the organisation has some part to play in ensuring our 130,000+ visitors, 500+ volunteers and 15,000+ members are cared for and welcomed into the Zealandia Te Māra a Tāne community.

As an organisation we honour Te Tiriti o Waitangi and are on a journey towards learning how this plays out across our work as Tiriti partners. We accord value to te ao Māori (the Māori world), and support mana whenua to fulfil their role as kaitiaki. All staff are encouraged to build capacity and confidence across te ao Māori including te reo Māori me ōna tikanga, and Te Tiriti o Waitangi.

The Zealandia Te Māra a Tāne team

Zealandia Te Māra a Tāne is a medium size organisation, with around 100 people employed in different contexts. We have around 500 volunteers who support all our work. We pride ourselves on exceptional teamwork which is required from all staff, volunteers and members. The dynamic nature of Zealandia Te Māra a Tāne means it is an incredible place to extend and challenge yourself, have real on-ground outcomes for conservation and community engagement, and to be part of a successful team.

Zealandia Te Māra a Tāne is managed by the Karori Sanctuary Trust. To find out more please go to www.visitZealandia.com/

About this position description

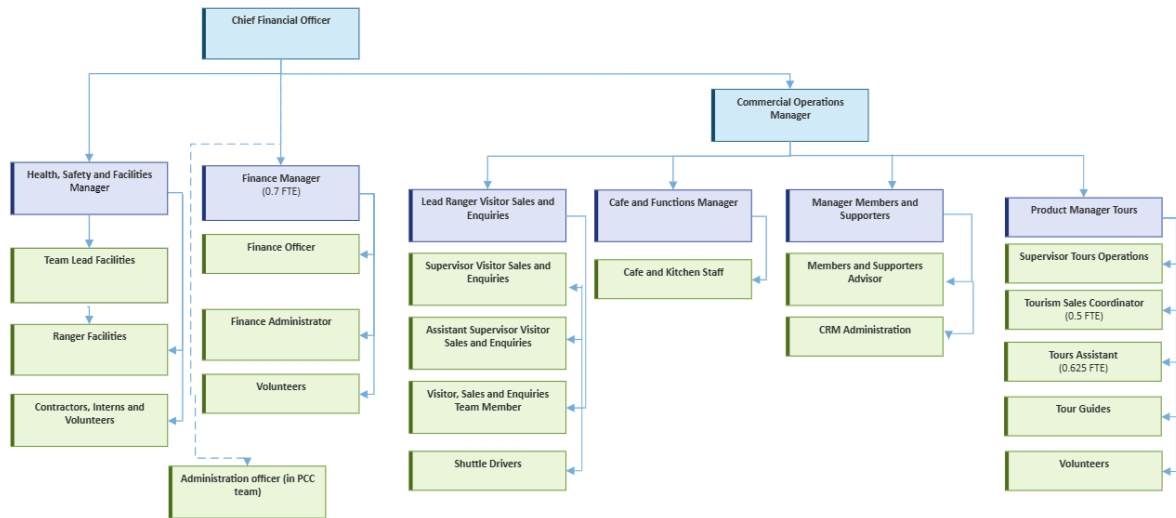
As the work and priorities of Zealandia Te Māra a Tāne change over time, so will the requirements of each of its staff. As such, this document is not intended to represent the role that the occupant will perform in perpetuity. This position description is intended to provide an overall view of the role and responsibilities as at the date of approval. The specifics of the role will be reviewed on a regular basis and adjustments may be made to key responsibilities and accountabilities.

This position description details the minimum outcomes required for the position and for employment. Zealandia Te Māra a Tāne is a seven day per week operation. After-hours and weekend work will be required from time to time. A non-smoking policy is effective on sanctuary land, with the exception of a designated smoking area.

The Tours Team

The Tours Team sits within the Commercial Development team and have shared responsibility for improving the visitor experience through the delivery of exceptional tours across the day, afterhours, twilight and or night. The Tour Guide will lead a tour of up to 12 visitors through the valley, either day or night, providing informative commentary about history of Wellington, Zealandia's conservation and restoration mission, as well as flora and fauna seen in the value and key points of interest. Standard tour lengths range from 1.5 hours to 3.5 hours. Tour Guides may specialise in a particular tour type (e.g. day tours) or may work across a range of tours (e.g. day and night).

Zealandia's tours run 7 days per week. Standard day tours run from 9.30am until 5pm with night tours operating up to 11.30pm, or early morning from 6:30am onwards. Tour guides should be available to work weekends and after hours as required.



Key responsibilities

1. Tours Administration

- Be punctual – arrive to the Visitor Centre 30-45 minutes prior to the start of the tour
- Will be able to set up all equipment required for successful operation of the tour and pack away.
- Will be able to complete all aspects of the tours booking and check-in processes in Rezdy as required by the tour type.
- Undertake retail sales and general admissions operations as required using the point-of-sale system in Visitor Centre correctly.
- Answer the Visitors Centre main phonenumber as required.

2. Visitor Experience

- Provide an outstanding and engaging tour commentary and guiding customer service, ensuring an outstanding experience for all tour visitors.
- Follow a pre-defined route and base commentary using tour/guide training content from training documentation/website – using your own anecdotes based on Zealandia's developments where appropriate. All stories should link base to the tours' key messages.
- Will be able to explain all Zealandia tours products and upsell these products to visitors across day and night tours.
- Keep up to date on Zealandia's developments and conservation issues and where possible incorporate relevant stories into tours commentary.
- Act as Duty Ops on afterhours tours as required.

3. Mātauranga and te ao Māori

- Make an effort to learn appropriate pronunciation of te reo Māori, and use it appropriately.
- Champion the appropriate and respectful use of te reo Māori, tikanga, and mātauranga Māori within the team.
- Engage in training opportunities that support upskilling as required, particularly in tikanga and te reo Māori.

4. Health and Safety <ul style="list-style-type: none"> • All employees have a responsibility to work towards keeping a safe and healthy work environment by practising safe work methods, identifying workplace hazards and using appropriate safety equipment. • Adhere to Zealandia Te Māra a Tāne's code of conduct to support a healthy, safe and enjoyable work environment. • With the Health and Safety Officer ensure the visitor's centre, other facilities and the valley is a safe working environment through adherence to the Health and Safety at Work Act 2015 and implementation of Zealandia's policies on safety. • Promptly address any responsibilities assigned to your area by the Health and Safety Officer.
5. Biosecurity <ul style="list-style-type: none"> • We have a shared responsibility that the valley is maintained as an environment free of key animal and plant pests, allowing restoration progress to be made against the 500 year vision. • All employees must take Zealandia Te Māra a Tāne's biosecurity seriously so the risk of accidental introductions is minimised. • Ensure all visitors and groups visiting with you adhere to biosecurity processes.

NOTE: the above responsibilities and expectations are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Key relationships

Internal:

- Product Manager Tours
- Supervisor Tours Operations
- Tourism Sales Coordinator
- Lead Ranger Visitor Sales and Enquiries
- Tours Assistant
- All Zealandia staff and volunteers

- Commercial Operations Manager

External:

- Tourism groups and operators
- Zealandia Te Māra a Tāne Members and visitors

Person specification

Qualifications and Experience

- Ability to deliver 'educational, entertaining or engaging' experiences to different audiences.
- Experience in guiding or customer service (desirable).
- A passion for Zealandia, strong interest in Conservation, or studying towards or has an environmental degree (e.g. earth sciences, zoology, biology, environmental sciences).
- Computer literate; familiarity with retail point of sales systems desirable.
- Confident in an outdoor environment.
- Have a valid First Aid certificate (training available).

Personal Attributes

- An ability to provide outstanding customer service.
- Strong oral communication skills.
- A charismatic, outgoing, and enthusiastic person who can motivate and relate equally well across a wide range of people and nationalities.
- Must be punctual, reliable and flexible; must be available for a weekly roster, public holidays and the summer holiday season. If appointed as a night guide, must be able to work nights. If appointed as a Cruise Ship Guide, must be available to work the cruise ship season.
- Calm and practical in stressful situations including emergencies.
- Good level of fitness.
- A second language would be advantageous.

Current June 2025