

## Position description



**Position title:** Shuttle Driver Tour Guide

**Position type:** Casual

**Location:** Zealandia, 53 Waiapu Road, Karori, Wellington

**Supervisor:** Lead Ranger Sales and Information Services

## Purpose of the role

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The Shuttle Driver Tour Guide will be the first and last experience for visitors to Zealandia. On the journey to Zealandia and back again, the Shuttle Driver Tour Guide must be proactive in engaging with passengers to provide a clear and entertaining introduction to Zealandia’s history, conservation and restoration vision and ways that visitors can experience Zealandia through the different tour experiences available.

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

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Zealandia is an organisation that cares for Te Māra a Tāne, a world class ecosanctuary in Wellington, New Zealand. We have a 500-year vision to restore a unique 225ha 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’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 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 18,000+ members are cared for and welcomed into the Zealandia community.

As an organisation we honour Te Tiriti o Waitangi 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 team

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Zealandia is a medium size organisation, with around 100 people employed in different contexts. We pride ourselves on exceptional teamwork which is required from all staff, volunteers and members.

The dynamic nature of Zealandia 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 is managed by the Karori Sanctuary Trust. To find out more please go to [www.visitZealandia.com/](http://www.visitZealandia.com/)

## About this position description

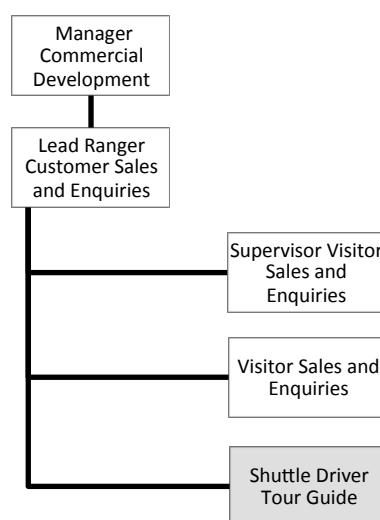
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As Zealandia’s work and priorities change over time, so will the requirements of each of its staff. As such, this document is not intended to represent the role that the occupant will perform in perpetuity. This position description is intended to 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 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.

## Sales and Information Services team

The Sales & Information Services team sits within the Commercial Development team and has shared responsibility for generating revenue for Zealandia through the development of new products, processes and services, and partnerships that ensure the long-term sustainability of Zealandia. They also have shared responsibility for the Visitor Centre space and how it is used. Front facing membership and volunteer care, and resourcing of the shuttle and boat will also be in the team’s scope.



## Key responsibilities

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<b>1. Shuttle Driver – Key Responsibilities</b>

- Ensure the safe and timely transportation of customers from all the pick-up points as prescribed by the Lead Ranger Sales and Information Services. At times, more than one shuttle will be operating, and the drivers must co-ordinate pick-up and drop offs during the day.
- Provide excellent customer service to all customers and provide engaging commentary along the route; about various key landmarks, information about the sanctuary, and encouragement for passengers to purchase tickets for guided tours, in particular the Zealandia By Day guided tour. Training will be provided in these areas.
- Ensure that the shuttle has been properly checked and cleaned for trouble free operation at the start of each shift.
- The driver, along with the Lead Ranger Sales and Information Services and Lead Ranger Sanctuary Care is responsible for the vehicle, ensures that maintenance is regularly performed and that the Registration and Certificate of Fitness for the shuttle are always up to date. Any maintenance issues must be immediately reported to the Lead Ranger Sales and Information Services.
- The driver, in consultation with the Lead Ranger Sales and Information Services, will be responsible to scheduling general maintenance and services checks within the daily shift and for booking a replacement van when the Zealandia van is unavailable for an extended period of time.
- The driver must ensure the accurate completion of all necessary paperwork and documentation.
- The driver is responsible for ensuring that the vehicle has sufficient fuel or electric charge to operate for a full day, at the start of each shift.

## **2. Relationships**

- Create and maintain good relationships with staff and visitors, including awareness of and sensitivity to their needs.
- Be an active part of a friendly, well informed and “can do” customer focused work force able to provide pertinent information to the public and act professionally at all times.
- Be able to work in a community environment forming and maintaining effective relationships with various people within the community.
- Maintain and grow relationships with tangata whenua and mana whenua to reflect our responsibilities under Te Tiriti o Waitangi in our work.
- Actively seek opportunities to enhance the reflection of te ao Māori in our day-to-day work.

## **2. Health and Safety**

- All employees have a responsibility to work towards keeping a safe and healthy work environment by practising safe work methods, identifying work place hazards and using appropriate safety equipment.
- Adhere to Zealandia’s code of conduct to support a healthy, safe and enjoyable work environment.
- Ensure health and safety is addressed in day-to-day activities for all staff, visitors and volunteers.
- 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.
- Address promptly any responsibilities assigned to your work area by the Health and Safety Officer.

## **3. Biosecurity**

- 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’s biosecurity seriously so the risk of accidental introductions is minimised; ensure all staff, schools and groups 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

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### Internal:

- Lead Ranger Sanctuary Care
- Manager Commercial Development
- Members of the Sales and Information Team

### External:

- Visitors
- i-Site staff
- Wellington Ambassadors

## Person specification

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### Essential

- P endorsed full drivers license
- Flexible and able to work to a roster system
- Professional and pleasant disposition
- Good communication skills
- Exceptional customer service skills

### Desired Criteria

- A background in a tourism related field
- A knowledge and understanding of conservation, flora and fauna
- A good knowledge of Wellington's roads and other transport links
- A desire to work in the tourism sector

### Personal Attributes

- Friendly and outgoing personality
- Excellent grooming and presentation
- Ability to work well under pressure and remain calm
- Honest and reliable

*Current: August 2022*