

Position description



Position title: Visitor Sales and Enquiries

Position type: Casual

Location: Zealandia, Waiapu Road, Karori, Wellington

Supervisor: Lead Ranger Customer Sales and Enquiries

Purpose of the role

Zealandia is renowned world-wide as a leading conservation, education, research and tourism organisation in Wellington. Our achievements have been recognised as one of the world top 100 greatest places by Time magazine and a top 10 Wellington tourist destination. Zealandia's Centre for People and Nature will enhance Zealandia's reputation internationally in the fields of conservation, research and learning, and as one of Wellington's leading providers of outdoor education programmes.

The Visitor Sales and Enquiries team enhance the sanctuary experience by ensuring that visitors, members and volunteers are greeted professionally, and information given to them is tailored to their needs. These Rangers need to be multi-skilled in the systems and databases we use at Zealandia. They have shared responsibility for delivering excellence in customer service, achieving sales targets across tours and membership, accurate data collection, managing the day-to-day activities in the retail store and answering visitor and member enquiries online.

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 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

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/

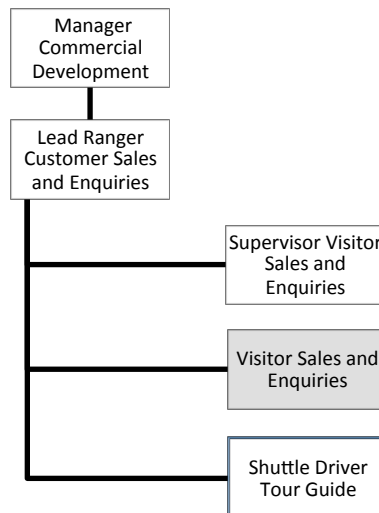
About this position description

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.

The Visitor Sales and Enquiries team

The Visitor Sales and Enquiries team sits within the Commercial Development team and manages the majority of all visitor interactions be those face to face, via email or over the phone. The team also has responsibility for generating revenue for Zealandia across admissions, retail sales, membership and donations; management of Zealandia's free Zealandia shuttle services and operational management of the Visitors Centre.



Key responsibilities

1. Customer and Visitor Service

- Foster and champion a can-do philosophy and provide an exceptional consistent service to internal and external customers, in person, by phone and online.
- Be a key front-line member of the Commercial Development team helping to achieve the admissions goals and key performance indicators, including fast and professional processing of visitors, up selling of tour products and memberships and maintaining a good knowledge of the most recent activities taking place within the exhibition and valley.
- Contribute towards enhancing the visitor experience through promotion of and upsell to tours experiences.
- Understand that excellent customer care is a crucial part of providing a great visitor experience for all Zealandia members, visitors and volunteers.
- Provide welcoming, fast and professional processing of visitor admissions, memberships, retail purchases and tour bookings such as 'Zealandia by Night'.
- Assist with the coordination and processing of all tours at Zealandia.
- Provide volunteers, members and visitors with relevant and timely information (e.g. visitor experience updates, events, information about new products and upcoming programmes in the sanctuary, health and safety, and visitor survey).
- Accurately and professionally adhere to the organisations opening and closing procedures, including the end of day accounting/cashing up and reporting procedures as directed.
- Be part of a team that is promoting Zealandia as a leading visitor experience on an international scale.
- Achievement of customer satisfaction targets.
- All email queries are to be responded to within 24 hours.

2. Membership

- Be the centralised team for membership information and signup - deliver professional membership services with the end goal of growing overall membership.
- Input data regarding new memberships, process payments and print membership cards on the spot or within the timespan of the person's visit whenever possible.
- Encourage community and stakeholder participation and drive support for Zealandia.

3. Teamwork

- Attend team meetings and work effectively and collaboratively as a team to ensure organisational priorities are achieved.
- Embrace the Trust's policies on environmental consciousness and sustainability.
- 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, volunteers and visitors.
- 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 the Visitor Centre 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

Internal:

- Commercial Development Team
- All Zealandia staff and volunteers

External:

- Tourism groups and operators
- Volunteers, Members and Visitors
- Exhibitions Contractor

Person specification

Qualifications and Experience

Prior experience working in a cultural/exhibition venue in a customer service capacity would be an advantage as well as being able to speak some Te Reo.

Personal Attributes

- Team player - Effectively self-manage and still integrate well as a team player.
- Demonstrate a sensitivity, respect and understanding of the cultural and historical significance of the area.
- Take personal responsibility and be accountable

- Personal presentation to a high professional standard
- Excellent administration and computer skills
- Excellent verbal communication skills
- Positive, can-do attitude, energetic and results driven
- A forward thinker and multi-tasker
- Ability to develop creative yet practical solutions
- Appreciates the dynamics of a not-for-profit organisation with limited resources and community needs, so is willing to roll up their sleeves and do whatever it takes
- Able to work weekends and Public Holidays and have the flexibility to work on a 7-day roster.

Current: August 2022