



## POSITION DESCRIPTION

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### Admissions Team Member

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Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve. Te Puia is the home of the NZ Māori Arts and Crafts Institute (NZMACI).

Te Puia is an iwi owned business that operates under the NZ Māori Arts and Crafts Vesting Act 2020. Te Puia generates most of its current revenues through visitor related activity. Te Puia has deep cultural legacies that it seeks to perpetuate, protect, and promote.

Te Puia seeks to be an employer who strongly supports the growth and development of its employees.

Te Puia strives to provide a supportive and proactive environment where employees gain satisfaction and enjoyment within their work environment and relationships while being well rewarded and recognised for their contribution.

### CONTEXT

It is always imperative that manuhiri remain a central focus - without manuhiri Te Puia and /or NZMACI would not be able to exist.

### TE PUIA VISION

To perpetuate excellence in Māori Arts, Crafts & Culture.

### TE PUIA VALUES

Manaakitanga - Whanaungatanga – Kaitiakitanga

## TE PUIA PRINCIPLES

<i>Teamwork:</i>	Consistently demonstrate an unselfish commitment to working with others to create a collaborative culture.
<i>Passion for Customer:</i>	A positive relationship through outstanding service with each and every interaction.  Understanding our manuhiri and what they want.
<i>Integrity:</i>	Upholding the highest ethical standards and promote trust and respect.
<i>Excellence:</i>	Exceeding expectations and taking intense pride in everything that we do every day.
<i>Leadership:</i>	Having the courage to rise above challenges through adversity that will inspire others. Providing a supportive, safe, and healthy workplace.
<i>Innovation:</i>	Imagining what is possible and being brave. Fostering creativity that challenges constraints and drives progress. Being adaptive and flexible.
<i>Guardianship:</i>	Take care of the land, environment, and other assets for future generations.

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### **Position reports to:**

Guest Experience / Reservations Manager

### **Direct reports to position:**

Nil

### **Key Relationships (Internal):**

GM Visitor Experience | HR; Visitor Experience team, Reservations team, Food and Beverage team, Sales & Marketing team; all staff.

### **Key Relationships (External):**

Manuhiri; Tour Companies/Partners & Groups; Product/Service Suppliers; Media contacts; IBO clients; Accommodation Providers.

### **Purpose of position:**

- To provide friendly and responsive customer service to suppliers and manuhiri.
- To deliver a high quality, highly engaging and positive visitor experience to manuhiri.

### **Primary Duties & Responsibilities**

- Deal efficiently and politely with all telephone, email and 'in person' enquiries
- Greeting manuhiri with a genuinely friendly smile.

- Clearly and articulately convey information to manuhiri, that is relevant and accurate, in a polite and engaging manner.
- Ensure that all admission sales are recorded following established procedures with full and clear information, and that they are imputed accurately and promptly into the system.
- Ensure that all work meets the company standards, according to appropriate training.
- Ensure that all function paperwork is accurate and complete, including any special requirements, customer preferences, booking supplement and payment details.
- Maintain a safe and clean working environment.
- Try to resolve manuhiri issues or complaints as soon as possible, in a positive and professional manner.
- Undertake any other responsibilities or duties as may be assigned by Management.

**Cash Register/POS:**

- Collect payment from manuhiri by cash, debit card, credit card or voucher.
- Record all refunds or discrepancies in diary and attach all relevant documents.
- Maintain accurate records of all incoming and outgoing transactions.
- Maintain the appropriate change required for daily operations.
- Ensure all cash, credit card receipts, vouchers, and records are collated together in the security cash bag at the end of the day.
- Report any abnormality to your Team Leader or GM.

**Key Role Outcomes**

- Our values of manaakitanga, whanaungatanga and kaitiakitanga are exemplified daily.
- Daily cashier duties: processing of cash; vouchers; receipts; and reconciliations are accurate.
- All administrative work is completed daily.
- Flexibility to undertake several tasks and functions across the organisation from time to time, as directed by the GM Visitor Experience.

**Person Specifications**

- Honesty, integrity, and trustworthiness.
- Excellent customer service skills.
- Good maths and computer skills in particular understanding of Inhouse Pos systems.
- Attention to detail.
- Must have a terrific attitude and willingness to collaborate as part of a team.
- Exceptional standard of personal presentation and hygiene at all times.
- Physically fit and able to meet the demands of the role.
- In-depth knowledge and understanding of the organisations' business products and services, including all food and beverage menus, to ensure being able to provide a thorough response to customer enquiries.
- Basic knowledge in Te Reo Māori and the ability to greet all visitors in Māori with confidence.
- Respects other ethnic cultures and values.
- Sets high standard for own work performance; works steadily and thoroughly without wasting time.
- Demonstrates good time management skills. Is punctual and highly productive.

- Immediately report any hazards, accidents or near misses to your manager.
- Engaged fully in health and safety, to drive a culture of zero serious harm and safety practices within your working environment.

**Other Specifications:**

- *Creativity:* Develops innovative solutions to work related problems; identifies potential opportunities and ways to capitalize on them.
- *Relations with Others:* Is pleasant, cooperative, and gets along well with others. Keeps manager informed, reports problems promptly, and seeks guidance when needed. Develops and maintains a network of personal contacts within the organisation.
- *Self Confidence:* Asserts own point of view, even when it differs from others (e.g. manager's), shows confidence in own skills and capacity to complete tasks; seeks necessary resources for self and/or staff to work effectively.
- *Flexibility:* Adapts approach to fit with changing conditions, tasks, responsibilities, or people
- *Customer Service Orientation:* Is courteous, patient, pleasant, and helpful with customers; shows understanding for customers' concerns; takes actions to accommodate customer needs whenever possible.
- *Sensitivity:* Demonstrates an awareness of others' concerns, interests, and positions, and takes into consideration the impact that decisions and plans are likely to have on them.
- *Stability:* Performs stably while under pressure or in a changing work environment. Reliable.
- *Technical Skill/Knowledge:* Demonstrates sufficient level of understanding and skill in required technical area.
- *Verbal Communication:* Express ideas orally with clarity, appropriate grammar, pace, and nonverbal gestures; listens effectively.

**Acknowledgement**

I have read and understand the duties and responsibilities required of me within this role. I will endeavour to ensure, at all times, that my actions and behaviours contribute to the success of this role and that I make a significant contribution to the growth and development of Te Puia, and that I will, at all times, promote and uphold the organisations core kaupapa, objectives and plans with integrity.

Employee: \_\_\_\_\_ GM Visitor Experience | HR: DENISE EMERY

Signed: \_\_\_\_\_ Signed: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_