



POSITION DESCRIPTION

PMV Driver

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.

Position reports to:

VE Operations / Frontline Manager

Direct reports to position:

Nil

Key Relationships (Internal):

Visitor Experience team; Operations team; GM Visitor Experience; Food & Beverage team; Senior Management team.

Key Relationships (External):

Manuhiri; Tour leaders and escorts.

Purpose of position:

- To drive the PMV (people mover vehicle) around Te Puia, in a safe and responsible manner for passengers and pedestrians.
- To deliver high quality, highly engaging and positive visitor experience to manuhiri.

Primary Duties & Responsibilities

- Ensure the safety of passengers and pedestrians whilst driving in and around the Te Puia site.
- Hosting manuhiri from pickup points to drop off points.

- To narrate the history and story of the people and culture within the Whakarewarewa Valley as required.
- To ensure that the PMV is kept in a high standard of cleanliness at all times.
- Undertake any other responsibilities or duties as may be assigned by the GM Visitor Experience/Human Resources from time to time, in order to ensure the continuous operation of Te Puia | NZMACI.

Key Role Outcomes

- High work standards – establishes high goals for self and others; sets high standard for own work performance; works steadily and conscientiously.
- Provision of information and assistance to all manuhiri as required.
- Ensure the safety of passengers and pedestrians while driving the PMV and circuiting the site, by having no incidents.
- Demonstrate sound knowledge of the care of the PMV; reporting any problems immediately and driving the PMV in accordance with Te Puia PMV manual and policies.
- Ensure the safety of all passengers who embark and disembark whilst using the PMV and ensure that safety messages are read and enforced during transfer.

Person Specifications

- Current full NZ driver's licence with no restrictions.
- Experience in communicating with the public.
- Knowledge of Te Puia and NZMACI activities.
- Interest in tourism.
- Good general knowledge of the geothermal area and flora within the site.
- Knowledge of traditional Māori arts, crafts, and culture.
- Demonstrates good time management skills and is punctual at all times.
- A high level of hygiene and presentation at all times.

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.
- *Written Communication:* Expresses ideas in writing clearly, with correct grammar and spelling, and in a well-organised way.
- *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: _____

Signed: _____

Date: _____