



## POSITION DESCRIPTION

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### Retail Assistant

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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:**

Retail Manager

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

Nil

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

GM Finance and Administration, Finance Staff, Te Puia Senior Management Team, Te Puia/NZMACI staff and students.

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

Manuhiri; Merchandising Representatives; Delivery agents; Bus Drivers; Tours Escorts/Leaders.

### **Purpose of position:**

- To utilise professional selling techniques to maximise sales in Retail.
- To deliver high quality, highly engaging and positive visitor experience to manuhiri.

### **Primary Duties & Responsibilities**

- Creating every opportunity to maximise sales.
- Gaining knowledge about product and related product for up-selling.
- Using creative flair to present product for sale.

- Utilising administrative skills for cash and inventory transactions.
- Actively contributing ideas for improving product and price mix.
- Help carry out stock takes (when required).
- Help check ordered stock is in good condition when it arrives.
- Keep sales areas clean and tidy.
- Assist with pricing of stock.
- Undertake any other responsibilities or duties as may be assigned by the Retail Manager and/or GM Finance and Administration from time to time, to ensure the continuous operation of Te Puia | NZMACI.

### **Key Role Outcomes**

- Assist customers choose products.
- Advise on the use and care of products.
- Pack or wrap purchases.
- Collect payment or arrange credit.

### **Person Specifications**

- Previous experience in retail and customer service.
- Previous experience in cash handling.
- Merchandising skills.
- Showroom and layout experience.
- Previous experience in use of point-of-sale system.
- Some computer skills.
- Commitment to tikanga Māori.
- Some knowledge of traditional Māori craftwork, culture, and origins.
- Good general knowledge of Rotorua area and surroundings.
- Interest in tourism.
- Good knowledge of Te Puia and NZMACI activities.
- Some knowledge of foreign cultures.

### **Other Specifications:**

- *Creativity:* Develops innovative solutions to work related problems; identifies potential opportunities and ways to capitalize on them.
- *Relations with Others:* Is pleasant, respectful, 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 | NZMACI, and that I will, at all times, promote and uphold the requirements of the New Zealand Māori Arts & Crafts Institute Vesting Act 2020 in furthering its objectives for the Māori people, other people of New Zealand and other indigenous people of the world.

Employee: \_\_\_\_\_ GM VE | HR: DENISE EMERY

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

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