



## POSITION DESCRIPTION

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### Bus Driver

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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:**

VE Operations/Frontline Manager

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

Nil

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

Visitor Experience Team; Te Puia Senior Management Team; Fleet Manager

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

Manuhiri; iSite Staff and Management; Accommodation Providers, Contractors (Fleet Mechanics); Tour Coach Drivers

### **Purpose of position:**

- To provide an excellent shuttle service for Te Puia guests that require transport to and from their accommodation to attend the Te Puia evening experience and other special functions. This service will be carried out in a safe and responsible manner for passengers and pedestrians and will demonstrate sound maintenance practices for the longevity of the vehicles.

### **Primary Duties & Responsibilities**

- To drive the Company's vehicles in a safe, legal and professional way.
- To provide a high standard of customer service at all times.

- To give customers on the bus any information that may help them during their journey.
- To always behave in a friendly and professional way to customers and colleagues.
- To recognize and assist with the additional needs of children and vulnerable adults, the elderly, infirm or disabled.
- To ensure that speed limits are observed within bus depots and bus stations.
- To check the condition of the vehicle prior to commencing service by:
  - carrying out the safety walk round check
  - ensuring that any defect in the vehicle or equipment is reported as soon as possible to the right person
  - ensuring that the vehicle is clean and tidy before starting service
- To comply with the laws and company regulations regarding the use of mobile phones, smoking in company vehicles and the use of prohibited equipment (such as games consoles) whilst on duty.
- To ensure all safety accidents/incidents are reported using the company's reporting procedure.
- To ensure a full understanding of emergency and evacuation plans.
- To ensure your bus cab area is kept in a safe and tidy condition at all times.
- To ensure compliance with the rules governing driving hours and rest periods for PCV/LGV drivers (Domestic and EC Rules) and the Working Time Directive.
- To undertake any other responsibilities or duties as may be assigned by the GM Visitor Experience, from time to time, in order to ensure the continuous operation of the Institute.

### **Key Role Outcomes**

- Customer Service Orientation: always courteous, patient, pleasant, and helpful with customers; shows understanding for customers' concerns and different cultures; takes actions to accommodate customer needs whenever possible.
- Ensure the safety of passengers and pedestrians while driving a Te Puia fleet bus or vehicle by having no incidents.
- Ensure that your pickup schedules information is correct at all times.
- Ensure that guests are shuttled to and from their accommodation in a timely manner.
- Ensure the safety of all passengers who embark and disembark whilst using the vehicles/coaches and ensure the safety messages is read and enforced to passengers during transfer.
- Demonstrate sound knowledge of the care of all vehicles/coaches including maintaining logbooks and reporting problems immediately.
- Clean, and tidy coaches/vehicles.
- Immaculate dress and grooming presentation at all times.
- Communication is open, honest, appropriate and considerate towards others.

### **Person Specifications**

- Full driver's license (with no demerit points)
- Coach Driver license and credentials to operate
- Sound knowledge of the care of all vehicles/coaches including maintaining logbooks
- General knowledge of traditional Māori culture within the tourism context
- Basic knowledge in Te Reo Māori and the ability to greet all visitors in Māori with confidence; is proud to be Māori.
- The ability to speak to visitors at a level of understanding that is understandable from a manuhiri experience perspective but also from a uniquely Māori educational way, i.e., when using Māori words, explain the English meaning, or concept of it.

- Respects other ethnic cultures and values.
- Demonstrates good time management skills. Is punctual and highly productive.
- 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.
- *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: \_\_\_\_\_