



## 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.

## OUR WHY

Toitū te ahurea Māori – Leaders in uplifting Māori culture.

## TE PUIA VALUES

Mātauranga Māori - Taonga Tuku Iho - Manaakitanga - Whakanui

## 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 Title:**

Retail Assistant

**Department:**

Retail

**Reports to:**

Retail Manager

**Direct Reports to Position:**

Nil

**Key Relationships (Internal):**

GM Operations & Site Development, 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 the Position:**

To maximise sales in the retail store using professional selling techniques and deliver a high-quality, engaging, and positive visitor experience to manuhiri.

**Key Accountabilities:**

<b>Focus Area</b>	<b>Accountabilities</b>
Sales & Customer Service	<ul style="list-style-type: none"><li>• Create opportunities to maximise sales.</li><li>• Develop product knowledge to support up-selling and cross-selling.</li><li>• Assist manuhiri in selecting products.</li><li>• Provide advice on the use and care of products.</li></ul>
Visual Merchandising	<ul style="list-style-type: none"><li>• Display creative flair in product presentation.</li><li>• Assist with pricing and labelling stock.</li><li>• Contribute ideas to improve product offerings and pricing strategies.</li></ul>
Inventory & Operations	<ul style="list-style-type: none"><li>• Manage cash handling and inventory transactions accurately.</li><li>• Assist with stock takes when required.</li><li>• Inspect incoming stock for quality and accuracy.</li><li>• Maintain cleanliness and orderliness in retail department areas.</li></ul>
General Duties	<ul style="list-style-type: none"><li>• Pack or wrap purchases professionally.</li><li>• Collect payments or facilitate credit arrangements.</li><li>• Undertake additional responsibilities or duties assigned by management to ensure smooth operations.</li></ul>

**Key Role Outcomes:**

- Manuhiri are offered personalized product recommendations, contributing to increased sales and overall store profitability.
- Manuhiri receive detailed guidance on the proper use and care of purchased items, enhancing customer satisfaction and encouraging repeat visits.
- Purchases are packed or wrapped neatly and securely for manuhiri, reinforcing a positive shopping experience and brand reputation.
- Transactions are handled efficiently, including processing payments and arranging credit when necessary for manuhiri, ensuring smooth operations and maintaining strong sales performance.
- Stock levels are managed accurately and efficiently, ensuring product availability and minimizing losses.
- Incoming stock is inspected for quality and condition, maintaining high standards and reducing the risk of inventory issues.
- Visual merchandising is kept fresh and engaging, encouraging sales and enhancing the manuhiri shopping experience.

**Person Specifications:**

- Previous experience in retail and customer service.
- A passion for providing outstanding customer service.

- A friendly nature and the confidence to talk to different customers and build genuine and meaningful rapport.
- Cash handling and POS experience.
- The ability to work autonomously, but also within a team.
- Excellent organisational and communication skills.
- A positive attitude that emphasises and encapsulates the values of Te Puia.
- Full availability to work throughout the summer period, including weekends and public holidays.
- General knowledge of Rotorua and surrounding areas.

**Acknowledgement:**

I confirm that I have read and understand the duties and responsibilities outlined for this role. I commit to performing my role in a manner that supports the success of Te Puia, contributes meaningfully to its growth and development, and upholds its core kaupapa, values, and objectives with integrity and dedication.

Name: \_\_\_\_\_

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

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