

## POSITION DESCRIPTION

<b>Position:</b> I-Site Visitor Consultant	<b>Group:</b> Community and Economic Development
<b>Jobholder:</b>	<b>Location:</b> Ruapehu district i-SITES
<b>Responsible to:</b> Manager I-Sites and Business Relationships	<b>Date:</b> July 2023
<b>Responsible for:</b> Helping to create positive interactions to our visitors and residents of Ruapehu.	

### OUR DISTRICT:

We are proud of our reputation in the community and are working hard to bring to life the 10-year Long Term Plan (LTP). Council is on a journey to drive and support the development of safe, prosperous, rural communities that thrive and capitalise on our agriculture, business and tourism sectors, while sustaining our beautiful environment. We are doing this through promoting an environment which is sustainable, enhances the quality of life, and meets the needs of our present and future citizens and visitors to the Ruapehu District. We serve a population of 13,000 spread across 6,730 square kilometres, with an annual turnover of \$40 million and assets of \$400 million including one million visitors to our unique and beautiful environment.

The Ruapehu District offers an enviable lifestyle on offer with the Tongariro World Heritage Park and the Whanganui National Park, as well as having superior snow sports, Cycle trail, trekking, kayaking, hunting and fishing at our doorstep to support a healthy work life balance.

### OUR LEADERSHIP PHILOSOPHY:

Our leadership ethos is founded in valuing People, Teamwork and Continuous Improvement through our day to day activities, behaviours and our interactions with staff, iwi, and key stakeholders in our community. We are respectful in our approach and lead by example. See Attachment 1, "Three Pillars of our work at RDC".

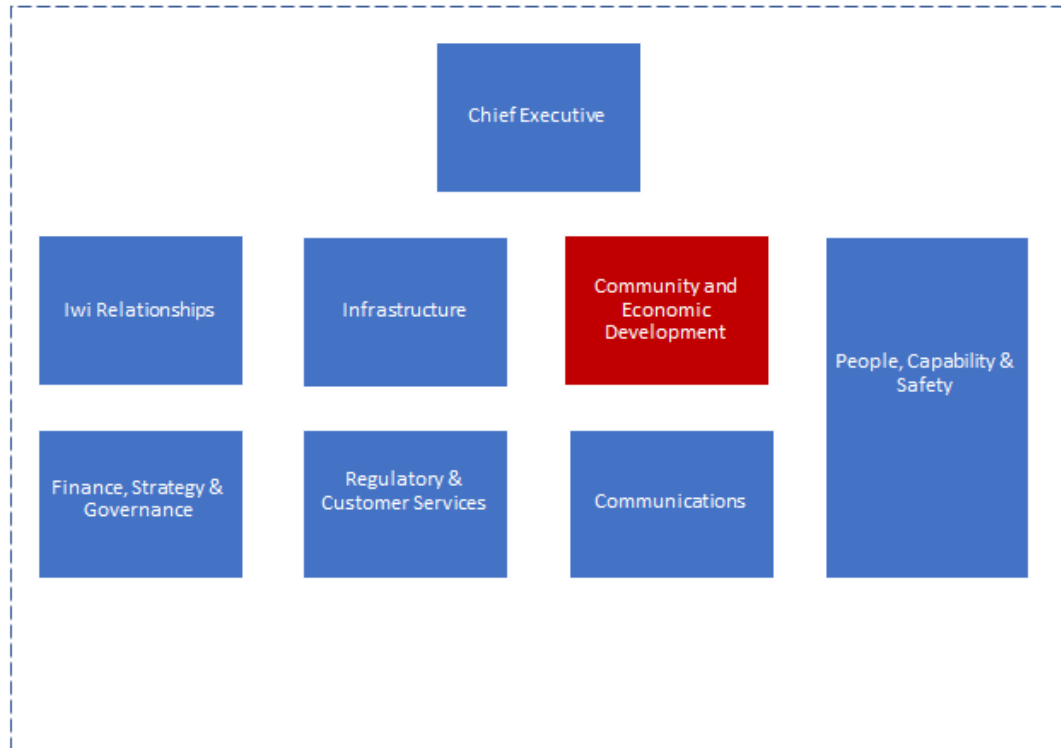
### POSITION OVERVIEW:

The Visitor Consultant is the first point of contact for all visitors and residents of the area. The role is accountable for creating positive interactions at our i-SITES, by answering general tourism enquires and finding best options for tourism activities and travel. The role uses comprehensive and accurate information regarding all attractions, accommodation, transport and general information on the area to sell and book activity on our behalf of our visitors.

**Financial & Non-Financial Delegations:**

**Number of direct/indirect reports:**

**Expenditure Authority Levels:** Individual expenditure items within approved budgets.



**LEVEL OF AUTONOMY AND DEGREE OF DELEGATION:** The position works within clear, high-level KPIs and accountabilities and plays a key role in promoting tourism in the Ruapehu area. The incumbent will be responsible for a variety of customer facing, administration and coordination tasks.

**STAKEHOLDER ENGAGEMENT:**

**External:** Visitors, Tourism operators, all transport operators, Department of Conservation (DoC), Tourism New Zealand, sales and marketing representatives

**Internal:** Executive Manager, Manager, i-SITE staff, Doc Staff, Visit Ruapehu staff and all other Council staff.

**THE ROLE:** This customer facing role provides an exceptional level of customer service to all visitors and residents to our i-SITE locations. The role is accountable for promoting tourism by advising, selling, and booking activities as well as building and designing travel itineraries. The role also supports the day-to-day operational activities of running an i-SITE premises which includes related administration and compliance tasks.

**KEY ACCOUNTABILITIES – this table forms the basis for annual KPIs**

- Customer service and promotion
- i-SITE operations
- Health, safety, and compliance
- Technology and system

Key Performance Areas	Key Accountabilities	Key Performance Indicators
<b>RDC Values</b>	Conduct all business activities in line with our council values.	Demonstrate our council values when performing work and interacting with both internal and external stakeholders.
<b>Customer service</b>	<p>Answer all in enquiries for information, in person, over the phone and via email/online platforms.</p> <p>Use brochures and internet to research information as required.</p> <p>Book ferry, rail, coach, accommodation, and attractions as required.</p> <p>Ensure relevant legislative procedures are adhered to when placing a booking.</p> <p>Providing support to the I-sites as directed by the I-Site manager including general administration duties for the group and sourcing and acquiring merchandise as required.</p>	<p>Enquiries are answered promptly, efficiently and accurately, demonstrating clear communication and cultural awareness. All customer interactions are to the highest standard including use of current Tourism NZ greeting with correct pronunciation and use of Te Reo Māori.</p> <p>Positive customer feedback is provided following customer interaction.</p> <p>Bookings are made promptly, efficiently, and accurately with all booking conditions and requirements explained to customers in accordance with legal requirements.</p> <p>Demonstrate robust product knowledge to increase sales, including the use of IBIS.</p> <p>Provide effective and efficient support on tasks as requested by manager. Including maintenance of retail stock as and when required.</p>

		Keep clear accurate documentation as required and without the corporate records system being compromised.
<b>Promotion</b>	<p>Liaise with tourism operators, agencies and other i-SITE New Zealand centres as and when required.</p> <p>Ensure i-SITE brochure stands are stocked and well presented.</p> <p>Keep up to date with local tourism knowledge and general national tourism knowledge.</p> <p>Participate in product familiarisation training as arranged and complete relevant training in tourism (Visitor Information) or industry accepted equivalent as required.</p>	<p>Support tourism sales working in positive partnership with operators and agencies, showing a strong commitment to promoting the Ruapehu area.</p> <p>Brochure stands are stocked, tidy and to the required i-SITE standards.</p> <p>Training opportunities are taken to expand knowledge of local and national tourism.</p> <p>Training is completed (including National Certificates and i-SITE New Zealand papers).</p>
<b>i-SITE operations</b>	<p>Open and close the i-SITE premises.</p> <p>Maintain noticeboards and cleanliness of i-SITE, taking responsibility for daily duties and all monies under one's responsibility at the centre.</p> <p>Keep customer contact and booking statistics as required by the i-SITE.</p> <p>Maintain i-SITE New Zealand standards and conducting business in accordance with the i-SITE New Zealand guidelines and objectives.</p>	<p>Accurately preparing start of day and end of day documentation an equipment, including cash handling, banking, filing and inventory.</p> <p>i-SITE is clean and presentable inside and outside including floors, dusting, rubbish bins, windows, display spaces, Mothers Room, staff kitchen area and staff toilets.</p> <p>Money is handled accurately, and takings are balanced daily.</p> <p>Statistics are available for reports as require.</p> <p>Responsibilities are carried out to a high standard in accordance with i-SITE New Zealand guidelines and objectives.</p>
<b>Health, safety and compliance</b>	<p><i>The CEO, as the Officer, has overall responsibility for the effective management of workplace health and safety within Ruapehu District Council (the PCBU). However, safety is everyone's responsibility, and all workers should strive to meet and exceed the requirements of the Health and Safety at Work Act 2015.</i></p>	<p>Demonstrate reasonable care of personal health and safety and care of others.</p> <p>Ensure policies and procedures relating to health and safety at the workplace are always adhered to.</p>

	<p>Take reasonable care of your own health and safety, with reasonable care that your actions or omissions do not affect the health and safety of other people.</p> <p>Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to workers.</p>	<p>Report all hazards and risks in a timely manner in line with reporting procedures.</p>
<b>Technology and systems</b>	<p>Adhere to the use of council technologies and digital platforms inclusive of DWS and Microsoft programs.</p>	<p>Show a good working knowledge and use of our technology systems while ensuring related documents are accessible and up to date.</p>

#### **ANY OTHER INFORMATION RELATED TO POSITION:**

The council is responsible for Civil Defence emergencies, and it is understood all employees will be trained and may be called on to keep open essential services, to participate in emergency management training and respond to adverse events and to assist in other duties as required.

#### **PERSON SPECIFICATION**

##### **Professional & Technical Competencies**

- Travel industry and customer service work experience.
- Proven experience working in a collaborative team environment.
- Proficient in computer systems including email, internet, and Microsoft Office applications.
- Experience in handling money, including receipting and balancing.

##### **Formal qualifications**

- National Certificate in Tourism or Travel Level 3 or 4 I-SITE New Zealand Certificate (or willing to enrol).
- National Diploma in Tourism, Business or Hospitality.

##### **Depth and breadth of experience needed**

- Advanced regional tourism knowledge and general national tourism knowledge.
- Strong customer service focus and passion about the tourism industry.
- Good planning and organisational skills with the ability to quickly learn and retain new information.
- Strong selling skills, proactive in providing suggestions, and developing systems and facilities that enhance customer service.

- Demonstrated ability to use a range of computer applications, including the ability to move between software applications to locate and provide information.
- Ability to provide professional service and handle potentially difficult customers in a way that maintains i-SITE New Zealand's professional image.

**Personal Qualities**

- Ability to build rapport quickly and easily with customers from a wide range of backgrounds, ages and cultures.
- A positive and enthusiastic attitude with a high level of self-motivation and initiative.

**POSITION-HOLDER:**

NAME.....

SIGNATURE..... DATE.../.../...

**MANAGER**

NAME.....

SIGNATURE..... DATE.../.../...

## **Attachment 1**

### **The Three Pillars of our work at RDC**

#### **People**

- Our job is to serve the people of the Ruapehu. Every customer and community member is to feel that they are listened to, treated respectfully, and we 'go the extra mile' to find solutions for them;
- We must be good and sincere communicators, and 'do what we say we will do when we say we'll do it';
- We must ensure that our customers, including other staff are, satisfied with our service;
- We must each individually commit to building a great workplace, where every staff member "starts each day with a sense of purpose and ends each day with a sense of accomplishment".

#### **Teamwork**

- We must trust each other's abilities and roles in the organisation;
- We must respect each other's different perspectives, cultures, life and work experiences – because these are strengths;
- We must accept our limitations and need of others – to work together for better results for our customers and community.

#### **Continuous Improvement**

- We must accept responsibility and accountability for our own work;
- We must challenge and try to improve everything we do to deliver quality results;
- We must not be afraid to lead change to deliver better services to our community;
- We must commit to consistently achieving more cost-effective and smarter ways to work;
- We must provide effective and efficient services and assets to our communities at all times.