



WAITANGI NATIONAL TRUST

JOB DESCRIPTION

GUEST SERVICES / CASHIER

1. Nature Of The Position

To provide a welcome to all guests when they arrive at the Visitor Centre.

To ensure guests are aware of the products and services on offer at the Waitangi Treaty Grounds and to offer services to guests ensuring that their needs are met.

To effect sales of tourism products.

2. Major Accountabilities

Ensure that all products and services are offered in an effective, efficient, profitable manner in accordance with the focus of the Waitangi National Trust.

Be up-to-date and informed of all products and services on offer at the Waitangi Treaty Grounds. Develop in-depth product knowledge and be fully conversant with the times of all products and services.

Ensure that all aspects of customer service are planned for, appropriately developed and delivered.

Ensure that all interactions with visitors, general public and businesses are provided with a consistently high level of quality service.

Undertake daily planning with visitors to ensure they experience the Grounds in an appropriate manner.

Make sales in accordance with established procedures.

Work closely with product and service managers to ensure that products and services are delivered efficiently, effectively and profitably.

Be aware of daily activities and be well informed of local events and services in order to assist and direct guests.



3. Qualifications / Experience

Qualifications and experience would ideally include but not be limited to the following:

- A customer focused mindset and ability to make sales
- Excellent organisational skills and the ability to prioritise
- Understanding of New Zealand culture and heritage.

4. Personal Qualities

- Well groomed and neat in appearance
- Honest and completely trustworthy
- Ability to actively promote and sell Waitangi services
- Good listening skills and empathy with customer needs
- Ability to communicate confidently and effectively in a professional manner
- Ability to work flexible hours including weekends and public holidays.