



POSITION APPLICATION PACK

Senior Reception and Retail Assistant Permanent Full-Time Position

Thank you for your interest in the above position. The following information will assist you in completing the application process and we look forward to receiving your application.

Position Advertisement:

Set in 80 hectares, Orana Wildlife Park (Christchurch) is New Zealand's only open range zoo. The Park is home to 1,000 animals representing over 90 different species. The focus of our collection is New Zealand native fauna and African savannah wildlife. Following the completion of our Great Ape Centre, home to New Zealand's only gorillas, Orana is part way through an exciting development plan to ensure that the Park continues to evolve into the future.

We are seeking to employ a suitably skilled person for a key senior permanent full-time front-line position. You will need to be a highly driven and energetic individual, able to show initiative, with a passion for wildlife.

This is a diverse role responsible for providing a high level of customer service and ensuring that quality information is delivered to visitors on entering the Park. The main responsibilities include greeting visitors, admission ticketing, promoting key products and merchandise as well as answering 'overflow' phone calls. Close liaison with other staff members will be essential to ensure that all front-line requirements are met.

The successful applicant must possess the following attributes:

- Excellent communication skills
- The ability to motivate a team
- Good experience in cash handling and retail sales
- Outstanding customer service and people skills
- A team player with a "can do" attitude and attention to detail
- Experience in merchandising to maximise sales
- A positive, polite and friendly personality
- A passion for conservation and the aims of the Trust

The position has a working week of Sunday to Thursday initially while undergoing training. Hours of work are 9:30am to 5:30pm (37.5 hours per week). It is envisioned that once trained, this position will move to a rotating roster, which will involve having a permanent week-day off and every second weekend off.

If you wish to apply, then we invite you to request an application pack by phone (03 359 7109) or email (info@oranawildlifepark.co.nz). All applications must be submitted on the official application

form included in the pack by **Monday 9th May 2022**. Applications can be emailed to info@oranawildlifepark.co.nz or posted to: Retail and Reception Manager, Orana Wildlife Park, PO Box 5130, Christchurch 8542. Applications will be reviewed as they are received.

Application Process:

Attached is an application for employment form that you are requested to personally complete. We also request a letter of introduction (maximum one page) as part of your formal application. You are also welcome to submit a copy of your full curriculum vitae with your application if you wish. Evidence of any qualifications must be included.

Applications that do not include a completed application form and letter of introduction will not be accepted. Note that the application form is not considered completed if you write "refer CV" in any areas. A short list of candidates will be selected for interview.

Position Description:

A copy of the position description is attached for your information.

General Information about the Position:

This permanent full-time position has a working week of Sunday to Thursday initially while undergoing training. Hours of work are 9:00am to 5:30pm (40 hours per week). It is envisioned that once trained, this position will move to a rotating roster, which will involve having a permanent week-day off and every second weekend off.

You will be required to work on all statutory holidays that fall on your rostered days. Time and a half will be paid on those days and an alternative holiday day will be added to your leave balance.

The hourly rate for the position will be negotiated up to \$25.00 per hour.

The offer of employment to the successful applicant will be subject to a pre-employment drug test and police vetting that return satisfactory results.

Reliable transport to travel to and from work is essential as no public transport is available.

The successful applicant will be required to produce evidence they have been fully vaccinated against Covid-19. This evidence is required prior to commencing employment.

**ORANA PARK WILDLIFE TRUST
JOB DESCRIPTION
RECEPTION AND RETAIL SENIOR**

POSITION STATEMENT

The Reception and Retail Senior is a key position in Orana Wildlife Park's commercial operations and visitor services. Full training will be given in all aspects of the role.

RESPONSIBILITY

The Reception and Retail Senior is responsible for the day to day management of Orana Wildlife Park's Visitor Reception facilities as well as the Gift Shop in the absence of the Reception and Retail Manager.

REPORTING AND COMMUNICATION

The Reception and Retail Senior will report regularly to the Reception and Retail Manager. Reporting on visitor attendances and retail sales will also be provided daily to the Administration Manager. The Reception and Retail Senior will liaise with the Park Receptionist daily regarding reception requirements/issues.

RECEPTION

- Process admission ticket sales and promote our Lion Encounter experience.
- Attend to overflow counter and telephone enquiries.
- Receive and refer visiting clients to the appropriate managers or staff as required.
- Manage points of sale and cash balances with daily till reconciliations.

GIFT SHOP

- Maximise sale opportunities through regular merchandising and promotions.
- Ensure all displays are kept clean & tidy during busy periods.
- Deal with all customer enquiries promptly and courteously.
- Manage points of sale and cash balances with daily till reconciliations.
- Participate in regular stock takes.

INFORMATION SERVICES

- Assist with telephone and radio communications systems with our keepers and Visitor Services team.
- To handle enquiries for Tours, Functions and Key Products (in consultation with the Group Bookings Coordinator and as outlined in the Reception Manual).

GENERAL

- Assist in the preparation of bulk mail-outs, complimentary ticket issues, etc.
- Assist with other duties (as time permits) as directed by the Reception & Retail Manager or the Chief Executive.



ORANA WILDLIFE PARK



McLeans Island Road • P.O. Box 5130, Christchurch 8542, New Zealand.
Phone + 64 3 359 7109 • info@oranawildlifepark.co.nz • www.oranawildlifepark.co.nz

Confidential Application For Employment

Position Applied For: _____

Where Did You Find Out About This Position? SEEK, Trade Me, Other (please state): _____

Personal:

Preferred name: _____

Surname: _____

Christian Names: _____

Are you known by any other names?

If so, What are they? _____

Date of Birth: _____

Your Contact Details:

Contact Address: _____

Home Phone: _____ Other: _____

Email: _____

Work Status:

Have you reached the current school leaving age? Yes/No

Under what circumstances are you legally entitled to work in New Zealand? (tick one)

New Zealand or Australian citizenship

Work Visa

If applying for work in New Zealand under a Work Visa, please state your Visa type and expiry date:

Education:

Name of last education provider:

Qualifications earned (please include evidence of any qualifications listed in the application or accompanying CV):

Year: _____ Details: _____

Year: _____ Details: _____

Year: _____ Details: _____

Can you speak any other language? Yes/No

Qualifications:

Do you have any other qualifications, certificates, etc?

Please describe the skills that you have which are relevant to the position.

Employment History:

Present or most recent employer details:

Company: _____

Address: _____

Job Held: _____

Main Duties: _____

Number of hours worked per week: _____

Dates and Length of Service: _____

Reason for leaving: _____

Do you consent to the Company contacting your present or most recent employer for the purposes of reference checking? Yes/No

Next most recent employer:

Company: _____

Address: _____

Job Held: _____

Main Duties: _____

Number of hours worked per week: _____

Dates and Length of Service: _____

Reason for leaving: _____

Do you consent to the Company contacting your present or most recent employer for the purposes of reference checking? Yes/No

Next most recent employer:

Company: _____

Address: _____

Job Held: _____

Main Duties: _____

Number of hours worked per week: _____

Dates and Length of Service: _____

Reason for leaving: _____

Do you consent to the Company contacting your present or most recent employer for the purposes of reference checking? Yes/No

Please give details of any other job that may be relevant.

Do you have secondary employment?

Yes/No

If yes, please detail:

Referees:

Please give the name, relationship, address, email and telephone numbers of at least two referees.

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

If your application were successful, when could you commence employment?

___/___/___

I consent to the Company seeking verbal or written information on a confidential basis about me from representatives of my previous employers and/or referees and authorise the information sought to be released by them to the Trust for the purposes of ascertaining my suitability for the position I am applying for. I understand that the information received by the Trust is supplied in confidence as evaluative information, and as such will not be disclosed to me.

Signed: _____

Date: ___/___/___

General:

Are you available to work the hours outlined? Yes/No

Are you prepared to work at other times if required? Yes/No

Have you been convicted of a criminal offence? Yes/No

Are you awaiting the hearing of charges in a civil or criminal court? Yes/No

Do you have a current full driver's license? Yes/No

Do you have any demerit points? Yes/No

What transport arrangements do you have to attend your place of employment?

Medical:

Do you consent to any occupational health monitoring if applicable to the job? Yes/No

Have you had any injury or medical condition caused by gradual process, disease or infection for example hearing loss, occupational overuse syndrome that may be aggravated or further contributed to by the tasks of the position? Yes/No

If yes, please specify: _____

Have you claimed accident compensation in the last 12 months? Yes/No

If yes, please specify: _____

State any serious injury you have suffered that may affect your ability to effectively carry out the duties of this position:

Do you have any other known conditions that may affect your ability to effectively carry out the duties of this position?

Yes/No

If yes, please specify: _____

I consent to Orana Wildlife Trust seeking information on a confidential basis about me from the New Zealand Police, or any foreign police authorities if I reach the shortlist of applicants. The information sought is to be released to them for the purposes of ascertaining my suitability for the position for which I am applying. I understand that this information is to be treated as “evaluative material” and thus I have no claim for access to it. This consent is valid for two (2) months from the date shown below.

Signed by me this ____ day of _____, 20____.

Applicant(s) are required to pass a drug and alcohol test following a conditional offer of employment. Should I be offered employment with Orana Wildlife Trust, I consent to undergo a drug and alcohol test (at Orana Wildlife Trust’s expense). This consent is valid for two (2) months from the date shown below.

Signed by me this ____ day of _____, 20____.

Declaration:

_____ (full name) declare that to the best of my knowledge the answers in this application for employment form are correct and I understand that if any false or deliberately misleading information is given, or any material fact suppressed, I will not be accepted, or if I am employed, my employment will be terminated. I also understand that the information requested within this application form is sought to establish my suitability for the position that I am applying, and that if I do not provide such information then this application for employment may be rejected.

Signed: _____

Date: ____/____/____
