



RETAIL & ADMISSIONS ASSISTANT

- Applications are open for a permanent, Sunday position.
- Additional shifts available during busy trading periods.
- \$25 per hour

As Orana approaches its 50th year, we are reflective and determined to continue achieving our conservation goals. We are looking for team members to help us continue our mission to **connect** people with nature, and to **educate** and **inspire** our community towards creating a bright future for the next 50 years, and beyond.

Mō mātou: About Us

Orana is owned and operated by Orana Wildlife Trust, a registered charitable trust and not-for-profit organisation. Conservation is a core part of our mission and the key reason Orana exists. Our on-site **habitat restoration** and predator pest control programmes provide a connecting wildlife corridor and safe haven for some of Canterbury's most threatened species.

Orana Wildlife Park participates in many **zoo-based breeding programmes** in partnership with the World Association of Zoos & Aquariums (WAZA), the Zoo & Aquarium Association Australasia (ZAA), DOC and others. We are committed to continuing our efforts towards these breeding programmes into the future.

He angitūtanga: The opportunity

The Reception & Admissions Assistant is a key front-line role within Orana Wildlife Park's commercial operations and visitor services. This position is vital to creating a welcoming, engaging, and efficient first impression for our visitors. You will be responsible for admissions, booking encounters, customer enquiries, retail sales, and the general upkeep of front of house. Your focus will be on providing excellent customer service, promoting visitor experiences, and ensuring that the reception and retail areas reflect the high standards our visitors have come to expect.

He kōrero mōu: About you

You are a confident and customer-focused individual who thrives in a busy, people-oriented environment. You are detail-oriented, reliable, and take pride in your work. You are comfortable working independently or as part of a team and can adapt to a variety of tasks throughout the day.

Ngā āhuatanga kei a mātou: What we offer

- A friendly and supportive team culture
- Full training provided across all duties
- Generous staff discounts and benefits
- Access to Employee Assistance Program (EAP)
- Free on-site parking and annual flu vaccinations

Ētahi atu kōrero: Extra information

- You must be a NZ/Australian citizen or hold/be eligible for, a NZ work visa to apply.
- All successful applicants are subject to a pre-employment drug and alcohol test as well as NZ Police check.
- Reliable transport is required to get you to the Park.

If you are adaptable and open-minded, with a desire to deliver outstanding customer service, **APPLY NOW** and [contact us](#) for an application pack. Please ensure you include a letter of introduction alongside your completed application form.

Applications for this position close on **Sunday 3rd August 2025, 5pm.**

ORANA WILDLIFE TRUST

POSITION DESCRIPTION

Reception & Admissions Assistant

POSITION STATEMENT

The position of Reception and Admissions Assistant is a key position in Orana Wildlife Park's commercial operations and visitor services. The position is a front-line role.

RESPONSIBILITY

The Reception and Admissions Assistant is responsible for providing a high level of customer service in Orana Wildlife Park's Visitor Reception and Trading Post retail outlet.

REPORTING AND COMMUNICATION

The Reception and Retail Assistant will report to the Retail & Reception Manager or the Duty Manager on operational aspects. Commercial reporting on visitor attendances and retail sales will be provided daily to the Administration Manager. The Permanent Part-Time Reception and Retail Assistant will liaise with the Receptionist & Administration Assistant regarding reception requirements/issues.

RECEPTION

- To ensure the admission fees are collected and accurate attendance figures recorded.
- To attend to counter and telephone enquiries.
- To receive and refer visiting clients to the appropriate managers or staff as required.
- To manage points of sale and cash balances with daily till reconciliations (as required).
- To ensure that the visitor reception area is kept clean and well presented.

TRADING POST SOUVENIR OUTLET

- To operate the souvenir outlet in an efficient and friendly manner.
- To deal with all customer enquiries promptly and courteously.
- To provide input to regular stock-takes as required.
- To ensure adequate security measures are in place for retail stock.
- To carry out purchasing of souvenir items if directed to do so.
- To display clearly priced products effectively for maximum sales potential.
- To ensure all displays are kept tidy and updated regularly.
- To ensure that the Trading Post souvenir outlet is kept clean and well presented.

INFORMATION SERVICES

- To handle telephone and radio communications systems at the Reception Office.
- To handle enquiries for Tours, Functions and Key Products (in consultation with the Group Bookings Coordinator and as outlined in the Reception Manual).
- To maintain signage and displays within the Entrance Building.

GENERAL

- To assist with other duties (as time permits) as directed by the Reception & Retail Manager or the Chief Executive.

Confidential Application for Employment

POSITION APPLIED FOR:

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

PERSONAL

Name:

Are you known by any other names? If so, what are they?

Date of Birth: / /

CONTACT DETAILS

Address:

Mobile:

Email:

WORK STATUS

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

Current/Most recent employer details:

Company: _____

City: _____

Job Held & Main Duties:

Number of hours worked per week:

Dates/Length of Service: _____

Reason for leaving: _____

Do you consent to the Company contacting this employer for the purposes of reference checking?

YES

NO

Next most recent employer:

Company: _____

City: _____

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 this employer the purposes of reference checking?

YES

NO

Next most recent employer:

Company: _____

City: _____

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 this 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:

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:

Please 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: ____/____/____
