



## **POSITION APPLICATION PACK**

### **Reception and Retail Assistant Senior Permanent Part-time Position (Three Days Per Week Including One Weekend Day)**

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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, domestic animals 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. Planning is advanced on our next major capital project – a new Native Species Centre, a state of the art incubation and chick rearing facility showcasing a range of native species that will enable Orana to make an even greater contribution to New Zealand species conservation. Additionally, planning is also underway for the construction of a new rhino facility as part of The Australian Rhino Project - a joint international effort aimed at building an insurance population of white rhinos outside of Africa.

We are seeking to employ a suitably skilled person for a permanent part-time, front-line position with the opportunity for additional casual work during school holidays and other busy periods. 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 tickets, 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 is for three permanent rostered days per week, which will include one weekend day. Additional shifts will also be available during busy periods, therefore we are ideally seeking a person who can be flexible in their availability for work.** Hours of work are 10:00am to 5:00pm. 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](mailto:info@oranawildlifepark.co.nz)). All applications must be submitted on the official application form included in the pack by **Sunday 31<sup>st</sup> October 2021**. Applications can be emailed to [info@oranawildlifepark.co.nz](mailto: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 the 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 part-time position is for three days out of seven per week, including one weekend day each week. A working day is a minimum of 6.5 hours from 10am to 5pm, with a half hour unpaid meal break. Longer hours of may be required on certain days, but will not exceed the maximum of 8 hours on any given work day. Additional casual work will be offered, as and when it is available, generally during busy weekends and school holidays. When offered additional work (other than your permanent rostered days) it would usually be for 6.5 hours per day. A minimum of 4 hours will be paid for any extra day that you work in the Park.

The hourly rate for the position will be negotiated up to \$23.00 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.

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

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**POSITION STATEMENT**

The Reception and Retail Senior is a key position in Orana Wildlife Park's commercial operations and visitor services. The position is a varied front line role and will involve working 3 days out of 7 each week, involving one weekend day. Other shifts will be offered during busy periods on a casual basis. 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.