



POSITION APPLICATION PACK

Reception and Retail Assistant

Permanent Part-time Position (weekend) + Casual Work

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 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, selling 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
- 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
- A positive, polite and friendly personality
- A passion for conservation and the aims of the Trust

The position is for one weekend day each week (yet to be determined). Additional work will be on an as required basis (eg during school holidays). Therefore we are seeking a person who is 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). All applications must be submitted on the official application form included in the pack by **5pm, Monday 22nd November 2021**. 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 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 one weekend day each week (every Saturday) but other work will be available on an as required basis. For example sometimes two weekend days will be available and additional work would be on offer during school holidays and other busy times. When called in for work (other than your permanent rostered day) it would usually be for a 6.5 hour day. A minimum of 4 hours will be paid for any day that you work at the Park.

The hourly rate for the position will be negotiated with the successful applicant up to a maximum of \$21.50 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 WILDLIFE TRUST

JOB DESCRIPTION – PERMANENT PART-TIME RECEPTION/RETAIL ASSISTANT

Position Statement

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

Responsibility

The Permanent Part-time Reception/Retail 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 Permanent Part-time Reception/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/Retail Assistant will liaise with the Park 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.