



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

POSITION APPLICATION PACK

Reception and Retail Assistant

3 x Permanent Part-Time Positions (Friday, Saturday & Sunday)

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 185 hectares, Orana Wildlife Park (Christchurch) is New Zealand's only open range zoo. In operation for nearly 50 years, the Park is operated by Orana Wildlife Trust, a registered charitable trust, committed to the conservation of wildlife.

Orana's gift shop is situated in the main entrance building and stock lines include a wide range of plush toys, jewellery lines and gift items. We focus on products with recycled or renewably sourced materials and utilise local suppliers whenever possible. All revenue generated from the gift shop directly supports the operation of the Park, therefore high standards are required to maximise sales opportunities.

About the role:

Orana is looking for dedicated Retail and Reception Assistants to join our front-line team in a permanent part-time capacity, 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 retail and merchandising.

This is a diverse role responsible for providing a high level of customer service and ensuring that quality information is delivered to visitors on entry to the Park. Close liaison with other staff members will be essential to ensure that all front-line requirements are met.

Reporting to the Retail and Reception Manager, the main duties and responsibilities include:

- Greeting visitors and running through the map and animal feed presentation schedules.
- Promoting and selling admission tickets and animal encounter experiences.
- Managing and developing our annual membership product.
- Refreshing and merchandising the store.
- Assisting with general enquiries and phone calls.

Due to the Park's location, a suitable vehicle and driver licence is required as there is no public transport.

Skills and experience required:

- Outstanding customer service and people skills with a sales orientated background.
- Experience in merchandising to maximise sales.
- Excellent communication skills and working with a wide range of people.
- A team player with a "can do, will do" attitude who is able to lead by example.

Benefits of the position:

- Free parking on site.
- Rostered working days.
- Generous staff discounts.
- Uniform provided.
- Unlimited visits to Orana in your spare time and lunch time walks at the zoo!

There are three separate vacancies available: one Friday vacancy, one Saturday vacancy and one Sunday vacancy each week. Hours of work are 10:00am to 5:00pm. Please state which position (day) you would prefer when requesting an application pack. Application packs can be sent to you by contacting Orana 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 7th October 2024.**

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.

ADDITIONAL INFORMATION***Application Process:***

You are required to complete the 'Application for Employment' form. We also request a letter of introduction (maximum one page) as part of the formal application. You are 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:

There are three separate permanent part-time positions: one for a rostered shift on Friday, one for a rostered shift on Saturday and one for a rostered shift on Sunday each week.

A working day is 6.5 hours from 10 am to 5 pm, with a half hour unpaid meal break. 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 at the Park.

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.

Please note, reliable transport to travel to and from work is essential as no public transport is available.

ORANA WILDLIFE TRUST

POSITION DESCRIPTION

RECEPTION and RETAIL ASSISTANT

POSITION STATEMENT

The position of Permanent Part-Time Reception and 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 and 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 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.



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CONFIDENTIAL APPLICATION FOR EMPLOYMENT

Position Applied For:

Part Time Retail Assistant <i>(Please circle which day you are applying for)</i>		
FRIDAY	SATURDAY	SUNDAY

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: ____/____/____
