



## POSITION APPLICATION PACK

# Reception and Retail Assistant

## Permanent Part-time Position

*(Rostered to work Saturday)*

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### Position Advertisement:

We are seeking an experienced retail assistant to join our front-line visitor entry and gift shop team. You will need to be a highly driven and energetic individual, able to show initiative, and possess a passion for exceeding our visitors' expectations.

These are diverse positions, responsible for providing high levels 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:

- Outstanding customer service and people skills.
- Excellent communication skills.
- Key holding experience will be an advantage.
- The ability to supervise and motivate a team.
- Experience in cash handling and retail sales.
- A team player with a "can do" attitude.
- A positive, polite and friendly personality.

**The position advertised is for a Saturday shift each week. Additional shifts will also be available during busy periods, therefore we are 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, please complete the application form which can be requested by email ([info@oranawildlifepark.co.nz](mailto:info@oranawildlifepark.co.nz)) or phone (03 359 7109). All applications must be submitted on the official application form and returned by **5pm, Monday 27<sup>th</sup> November.**

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 you are requested to personally complete. 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.

Applications that do not include a completed application form and letter of introduction will not be accepted. 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 a Saturday shift each week. A working day is a minimum of 6.5 hours from 10:00am to 5:00pm with a half hour unpaid meal break. 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.

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 is \$23 per hour.

The offer of employment to the successful applicants 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

## POSITION DESCRIPTION RETAIL and RECEPTION ASSISTANT

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### Position Statement

The position of Part-Time Retail and Reception Assistant 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 Sunday's. Other shifts will be offered during busy periods on a casual basis. Full training will be given on all aspects of the role.

### Responsibility

The Part-Time Retail and Reception Assistant is responsible for providing a high level of customer service in Orana Wildlife Park's Visitor Reception and our Gift Shop.

### Reporting and Communication

The Part-Time Retail and Reception Assistant will report to the Retail and Reception Manager or the Duty Manager on operational aspects.

### 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.

### 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).



## Confidential Application For Employment

**Position Applied For:** Reception and Retail Assistant SATURDAY

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

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### Personal:

Preferred name: \_\_\_\_\_

Surname: \_\_\_\_\_

Christian Names: \_\_\_\_\_

Are you known by any other names?

If so, What are they? \_\_\_\_\_

Date of Birth: \_\_\_\_\_

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### Your Contact Details:

Contact Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Other: \_\_\_\_\_

Email: \_\_\_\_\_

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### 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:

\_\_\_\_\_

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**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**

\_\_\_\_\_

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**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.

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Do you have secondary employment?

**Yes/No**

If yes, please detail: \_\_\_\_\_

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**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?

\_\_\_/\_\_\_/\_\_\_

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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: \_\_\_/\_\_\_/\_\_\_

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**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?  
\_\_\_\_\_

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**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: \_\_\_\_\_  
\_\_\_\_\_

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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\_\_\_\_.

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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\_\_\_\_.

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**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: \_\_\_\_/\_\_\_\_/\_\_\_\_

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