

PART A: JOB SUMMARY

To provide clear goals, expectations, and feedback so each member of the team can significantly multiply their contribution to WellingtonNZ and to their own success.

Name of role:	Customer Service Consultant (part-time)
Reports to:	i-SITE Branch Manager
Direct Reports:	Nil
Date:	February 2021
Purpose of the job:	This role is responsible for providing a knowledgeable, efficient, and effective service to visitors; often being the first point of contact for travellers visiting Wellington. As part of the Visitor Information Network, this role is responsible for information provision and sales conversion by offering a friendly welcome and expert knowledge and advice to visitors and locals. The role is also responsible for supporting the daily operation and maintenance of the Wellington i-SITE.

PART B: JOB DESCRIPTION

Key responsibilities: Specific actions, tasks, or areas of responsibility this role will oversee.

Area of responsibility	Actions/ Tasks
Customer Service	<ul style="list-style-type: none"> • Enquiries are answered promptly, efficiently and accurately, in a friendly manner • Available tools are used to research information as required.
Bookings	<ul style="list-style-type: none"> • Bookings are made promptly, efficiently and accurately, in a friendly manner • A full understanding of booking, ticketing and payment systems is demonstrated • Money is handled accurately and balanced daily • All booking conditions and requirements are explained to customers in accordance with legal and health and safety requirements.

Area of responsibility	Actions/ Tasks
Promotion	<ul style="list-style-type: none"> • A good working knowledge of the products and services the centre promotes is demonstrated • Brochure stands are well stocked and well presented.
Resource Use	<ul style="list-style-type: none"> • Computer applications and booking systems are used to their full capacity to ensure up-to-date and accurate information is captured and provided • Equipment is used efficiently and effectively.
Personal Development	<ul style="list-style-type: none"> • Training opportunities are taken to maintain and expand local and national tourism knowledge • Famil training opportunities are taken • Formal training is completed in relevant Tourism (Visitor Information), or an industry accepted equivalent.
General	<ul style="list-style-type: none"> • i-SITE NZ standards are maintained and business is conducted in accordance with their guidelines and objectives • The Visitor Information Centre is presented in a clean and professional way, and the duties required to keep this high standard are done in efficiently and pleasantly, which includes light cleaning duties • Tasks are completed efficiently, on time, and to the required standards • Any other tasks as required.
Health, safety, wellbeing, and compliance	<ul style="list-style-type: none"> • While at work, take an active role in identifying and mitigating any health and safety risks to yourself and others • Take reasonable care for your own health and safety and ensure what you do does not negatively affect the health and safety of others • Comply, as far as you possibly can, with any instructions, policies, procedures, or guidelines given by WellingtonNZ in relation to health, safety, and compliance • Report any potential hazards or risks to health and safety or the environment as soon as is possible; take immediate action to minimise or mitigate these if there is no potential harm to your own health and safety.
WellingtonNZ collaboration	<ul style="list-style-type: none"> • Maintain a “WellingtonNZ-wide” perspective with all of your work • Consider how your role links and contributes to other areas of WellingtonNZ, and actively engage when required • Communicate with fellow WellingtonNZ colleagues on work, initiatives and projects • Actively collaborate and participate in WellingtonNZ-wide initiatives and projects.

Job outcomes: Visible and measurable evidence of success in this role.

Outcomes / results	Target Measure
<p>Provide a thorough visitor information and booking service by adhering to booking and health and safety conditions, and by having a full understanding of booking and payment systems.</p>	<ul style="list-style-type: none"> • Highly rated Customer Radar scores and comments • Complimentary Trip Advisor comments • Revenue targets achieved.
<p>Liaise with local tourism, Pay and Display operators, other tourism organisations, i-SITE NZ and other Visitor Centres, to assist with promotion. Ensure brochure stands and displays are well stocked and presented to a high level.</p>	<ul style="list-style-type: none"> • Financial target met • Harmonious network relationships.
<p>Perform daily tasks and keep statistics for smooth running of daily operations, including end-of-day balance and all monies within role responsibility. Ensure the Visitor Information Centre is presented to a high standard and all equipment and systems are in full working order.</p>	<ul style="list-style-type: none"> • IBIS database information kept up-to-date/current. • Statistics available for reporting, as required • Accurate work completed and balanced at end-of-day reconciliation • Tasks completed and Centre well stocked, clean and clutter-free.
<p>Maintain i-SITE New Zealand standards and conduct business in accordance with their guidelines and objectives.</p>	<ul style="list-style-type: none"> • Responsibilities carried out to a high standard.
<p>Keep tourism knowledge updated through attending famils, product updates and any other relevant industry training as appropriate.</p>	<ul style="list-style-type: none"> • Learning opportunities fully utilised • Formal training completed.
<p>Manage other projects as directed by either the Shift Supervisor, Team Lead or Manager from time-to-time.</p>	<ul style="list-style-type: none"> • Duties completed in a pleasant and efficient manner, and to a high standard.

Competencies: Specific skills, traits, and competencies necessary to be successful in this role.

Competency	Description of competency
<p>Functional skills and experience</p>	<ul style="list-style-type: none"> • A positive and enthusiastic attitude, and a high level of self-motivation and initiative • Formal study or training in tourism, or practical experience in the tourism industry preferred • Strong knowledge of regional and national tourism knowledge • Strong customer service focus, with developed sales skills and a passion for the tourism industry • Well-developed verbal and interpersonal communication skills • Good planning and organisational skills, with the ability to work under pressure and prioritise competing commitments • The ability to learn quickly and retain information • Experience with computer applications and the ability to adapt to new technologies, systems, and facilities • A genuine enjoyment in meeting people, with stamina to handle repetitive enquiries • Experience in a customer service environment, including handling money • The ability to relate to and meet the needs of customers from a wide range of backgrounds, ages, and cultures • The ability to provide professional service at all times and handle potentially difficult customers while remaining professional.
<p>Creating a vision</p>	<ul style="list-style-type: none"> • Understanding the strategic context • Challenging the status quo • Accepting challenges • Committing to the vision
<p>Leading with purpose</p>	<ul style="list-style-type: none"> • Living our values • Having the courage to question and speak up • Adapting your style to meet individual needs
<p>Making things happen</p>	<ul style="list-style-type: none"> • Giving timely and constructive feedback • Staying close to the issues • Collaborating for better decision-making

Competency	Description of competency
	<ul style="list-style-type: none"> Recovering quickly from setbacks.
Building an awesome team	<ul style="list-style-type: none"> Valuing uniqueness and differences in others Trusting others Sharing information, collaborating, and helping others.
Being authentic and inclusive	<ul style="list-style-type: none"> Recognising you own strengths and areas for development Asking for and responding positively to feedback Questioning and challenging others with respect Owning your mistakes.

Values: Our purpose & values which bring to life WellingtonNZ’s aspired culture.

Our purpose	Our organisational values	Our culture
<p>To make the Wellington region wildly famous</p>	<p>Do it together Dare to be different Show the passion Find the fun Focus on the customer</p>	<p>Collaborative People centered Supportive Constructive Open Recognition Celebrate success Empowerment Ownership Accountability Learning, coaching and personal growth</p>