

PART A: JOB SUMMARY

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

Name of role:	Customer Service Consultant – i-SITE Team Lead (Tourism)
Reports to:	i-SITE Manager
Direct Reports:	Nil
Date:	February 2021
Purpose of the job:	<p>This role is responsible for providing a knowledgeable, efficient and effective service to visitors, often 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.</p> <p>The role is also responsible for supporting the Branch Manager by providing team leadership, along with the daily operation and maintenance of the Wellington i-SITE.</p>

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. • 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

Promotion	<ul style="list-style-type: none"> • A good working knowledge is demonstrated of the products and services that the centre promotes • Brochure stands are stocked and well presented
Resource Use	<ul style="list-style-type: none"> • Computer applications and booking systems are used to their full capacity so that up-to-date and accurate information is captured and provided • Equipment is being 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 • Opportunities for famil training is taken • Formal training is completed in relevant Tourism (Visitor Information) or industry accepted equivalent
General	<ul style="list-style-type: none"> • i-SITE NZ standards are maintained and business conducted in accordance with their guidelines and objectives • The Visitor Information Centre is presented in a clean and professional way and duties to keep this high standard are completed in an efficient and pleasant manner • Tasks are completed efficiently, on time and to the required standards
Team Leadership	<ul style="list-style-type: none"> • Support the i-SITE Branch Manager with leading the i-SITE team front of house and in their absence, take responsibility for running the i-SITE in conjunction with the Team Lead - Ticketing • Support the i-SITE Branch Manager to set the targets, incentives in relation to Tourism • Effectively help to manage the team, energise around a shared vision by creating a 'team' culture to ensure the team are empowered and feel supported to achieve in their roles and work as a single unit towards common objectives. • Support the i-SITE Manager to ensure that the i-SITE Team achieve the i-SITE targets through planning and supporting the team's daily sales activities • Responsible along with the Team Lead - Ticketing for ensuring new employees are inducted to the i-SITE, its policies, procedures, guidelines and facilities • Develop training plans with all employees in relation to Tourism to ensure staff members have the necessary expertise to carry out their jobs. • Supported by the i-SITE Branch Manager, develop guidelines to support staff members in relation to Tourism • Provide ongoing guidance to other team members, in the form of coaching • Work with the i-SITE Branch Manager to organise familis for team members

	<ul style="list-style-type: none"> • Along with the Team Lead - Ticketing, support the i-SITE Branch Manager to effectively run the i-SITE and ensure the i-SITE is presented and maintained to a high standard which includes light cleaning duties • Support the i-SITE Branch Manager by assisting with WCA programme duties • Take a lead in everything IBIS or other related Tourism systems, including reporting, team member access, commissions and any updates required to the system(s) • When rostered on and the i-SITE Branch Manager isn't on site, take full responsibility for opening and closing the i-SITE, including banking and the allocation of tasks including any other finance duties as required
Health, safety, wellbeing and compliance	<ul style="list-style-type: none"> • Take an active role in identifying and mitigating any health and safety risks to yourself and others • While at work, 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 to take immediate action to minimise or mitigate these if it is not potentially harmful 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
Team feels supported and understands what is expected of them	<ul style="list-style-type: none"> • Team are working as a 'team' rather than just individuals working on their own • The team understand escalation processes • Team are meeting KPIs and sales expectations • Visible demonstration of WellingtonNZ's values and behaviours

	<ul style="list-style-type: none"> • Being the subject expert matter in your speciality, provide coaching to team members to ensure their knowledge and skills are relevant to the ongoing success of the i-SITE
<p>Provide a thorough visitor information and booking service by adhering to booking and health and safety conditions, with 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>Answer all enquires for information and bookings via telephone and email.</p>	<ul style="list-style-type: none"> • Evidence of efficient booking process – transactions per day and conversion rate • Highly rated Customer Radar scores and comments • Complimentary Trip Advisor comments
<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 the smooth running of the daily operation including end of day balance and all monies within role responsibility. Responsible for ensuring 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 always current with updated information • Statistics are available for reporting as required • Accurate work completed and balanced at end of day reconciliation • Tasks completed and Centre well stocked with clean and clutter-free presentation
<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

Keep tourism knowledge updated through attending famils, product updates and any other relevant industry training as appropriate	<ul style="list-style-type: none"> • Opportunities are fully utilised • Formal training is completed
Manage other projects as directed by either the supervisor or Manager from time to time	<ul style="list-style-type: none"> • Duties are completed in a pleasant and efficient manner to a high standard

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

Competency	Description of competency
Functional skills and experience	<ul style="list-style-type: none"> • A positive and enthusiastic attitude with a high level of self-motivation and initiative • Formal study or training in tourism, or practical experience in the tourism industry • 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 • Ability to learn quickly and retain information • Experience with computer applications and 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 • Ability to relate to and meet the needs of customers from a wide range of backgrounds, ages and cultures • Ability to provide professional service at all time and handle potentially difficult customers in a way that maintains a professional image • Effectively lead the team, energise around a shared vision and ensure they are empowered and feel supported to achieve in their roles.
Creating a vision	<ul style="list-style-type: none"> • Understanding the strategic context • Challenging the status quo • Accepting challenges • Committing to the vision

Competency	Description of competency
Leading with purpose	<ul style="list-style-type: none"> • Living our values • Having the courage to question and speak up • Adapting your style to meet individual needs
Making things happen	<ul style="list-style-type: none"> • Giving timely and constructive feedback • Staying close to the issues • Collaborating for better decision-making • 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
To make the Wellington region wildly famous	<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>

WellingtonNZ

MAKING THE WELLINGTON REGION **Wildly Famous**