

POSITION DESCRIPTION

POSITION HOLDER:	Visitor Services Administrator
RESPONSIBLE TO:	Visitor Services Manager
EMPLOYED FOR:	Permanent Part Time and shifts as rostered

INTRODUCTION

Whirinaki Whare Taonga is a vibrant arts Centre which offers art, culture, history, and entertainment.

Whirinaki Whare Taonga is owned by the Upper Hutt City Council. It is leased to and operated under contract by a not-for-profit Council Controlled Organisation, the Expressions Arts and Entertainment Trust. The objective of the Trust is to engage, enrich, inspire, and connect people with art, culture, recreation, and heritage by providing a focal point for the Upper Hutt community. This is achieved by providing arts, recreation, cultural and heritage opportunities for the people of Upper Hutt, by being an integral part of the Upper Hutt Community, by facilitating the use of the Centre, by being an active participant in the wider New Zealand arts, cultural and heritage community and by providing stewardship of the Pumpkin Cottage Collection. Whirinaki includes:

- A 210-seat theatrical performance venue – Gillies Group Theatre. The theatre hosts live theatre, comedy, film, dance, and music with a dynamic programme including circus acts; classical music; multicultural concerts; ballet showcases; and international film.
- The public art gallery for the city - five galleries have a constantly changing programme of exhibitions ranging from the very best New Zealand and international art, to local arts and craft and historical exhibitions. Whirinaki Whare Taonga tours some of its exhibitions to other venues around New Zealand and is also the home of the Pumpkin Cottage Paintings Collection, a permanent art collection for the city.
- The civic hall event and recreation venue – the Professionals Recreation Hall. The Recreation Hall hosts a wide range of sporting and cultural events as well as conferences, public meetings, and weddings etc
- The Upper Hutt i-SITE Visitor Information Centre. Whirinaki Whare Taonga is also home of the i-Site Visitor Centre where hosts assist with transport, accommodation or leisure activity enquiries from the community and visitors to Upper Hutt.

PURPOSE:

The Visitor Services Administrator is the first point of contact with visitors, this includes local residents in the community, and visitors to our region. The purpose of the role is to provide comprehensive, accurate and objective focussed information regarding visitor attractions, accommodation, transport, and general information in respect of the district. To sell and place bookings on visitor's behalf for attractions, accommodation, and transport.

The other main part of the role is to promote and advise visitors on information regarding our exhibition programmes and processing ticket sales, artwork sales and answering enquiries regarding theatrical performances.

This role also requires assisting with events at the Centre on a rostered basis which requires attention to detail and management of simultaneous tasks – seeing you perform a range of tasks.

The Visitor Services Administrator is responsible for the smooth operation of public spaces in the venue before, during and after events and should an emergency arise. This includes working with clients in providing excellent customer service to ensure the smooth running of events and that the needs of Whirinaki Whare Taonga and the venue hirers are met. Duties may also include supervision of volunteers.

RESPONSIBILITIES:

Customer service

- Welcome and greet everyone entering the Centre, providing assistance as required
- Engage and interact with visitors, serving customers in a polite and friendly manner
- Provide the highest level of service, ensuring every visitor's experience is informative and enjoyable.
- Answer queries regarding theatre shows, exhibitions and events either by phone or in person
- Promote events and exhibits at Whirinaki Whare Taonga
- Remain up to date and current in knowledge of exhibitions and operations
- Liaise with Volunteers re events and opportunities
- Provide visitors to the i-SITE with comprehensive, objective, and accurate information regarding visitor attractions, accommodation, transport, and general information in respect of the district and the whole of New Zealand
- Sell and place bookings on visitor's behalf for attractions, accommodation, and transport.
- Maintain high standards of self-grooming, ensuring clothes are clean, pressed and of a tidy presentation
- Accept payments from customers and use systems and processes accurately at all times.
- Undertake preparation for banking including reconciliation of gallery sales, account payment and ticket sales to point of sale

Administration duties

- Administrative support for the Centre as required
- Assist with marketing duties such as handing out flyers and online pages as requested
- Filing correspondence and maintaining records
- Maintenance of Centre statistics ensuring reconciliation of usage statistics
- Present the Galleries, walk the galleries, artwork incident procedures and oversee gallery checks
- Restocking the retail areas and tidying displays
- Clean checks at start of shift/maintaining cleanliness and if required spot cleaning/sweeping floors/cleaning bathrooms, galleries, foyer area and recreation Hall

Events and functions

- Work with Whirinaki staff responsible for event coordination activities
- Coordinate details of various events undertaken by Whirinaki
- Assist in the coordination of the build and de-rig of events
- Assist with the gathering of data during an event if required
- Handing out of promotional materials throughout an event if required
- Other ad hoc duties as and when required by Visitor Services Manager
- Develop positive relationships with existing and new users of Whirinaki
- Assist with providing necessary equipment, furniture etc in accordance with the client needs. After use check equipment and furniture is returned to storage
- Work closely with other staff to enable smooth and professional functioning of venue operations
- Be available to work late nights/early mornings for functions when required
- Handle technical equipment and ensure best practice when setting equipment up and packing away.
- Be available for cashiering on show nights to support the theatre program

Ensure a Safe Working Environment is maintained

- Comply with the Health & Safety at Work Act 2015 and our health & safety policies and procedures
- Identify and report hazards to the Visitor Services Manager, and recommend actions to eliminate, isolate or minimise them
- Utilise operational safety procedures consistent with the Health and Safety in Employment Act, and comply with safe operating practices
- Maintain a safe working area, ensuring customers and visitors are not exposed to unnecessary risks.
- Participate in corporate emergency and civil defence planning, training, and operations under the direction of the Operations Manager

PERSON SPECIFICATION:

Experience

- Has an interest in tourism, events or the visual and performing arts
- In customer service and administration preferred, but not required
- In working in a cooperative team environment
- With computer systems, particularly in the area of email, internet, and the Microsoft Office applications

Attributes/Skills

- Is passionate about Upper Hutt and can provide a proactive, professional, and knowledgeable service to visitors seeking travel advice.
- Delivers excellent customer service to internal and external customers, in line with our Customer Service Policy
- Well developed verbal and interpersonal communication skills
- Planning and organisational skills
- Keyboard skills and familiarity with using a range of computer applications, including the ability to move between software applications to locate and provide information
- Ability to quickly learn and retain new information
- Ability to demonstrate adaptability to new technologies, systems and facilities that enhance customer service
- Ability to provide professional service at all times and handle potentially difficult customers in a way that maintains Whirinaki Whare Taonga and i-SITE New Zealand's professional image

Personal Qualities

- Ability to work under pressure and prioritise
- Ability to build rapport quickly and easily with customers from a wide range of backgrounds, ages, and cultures
- A positive and enthusiastic attitude with a high level of self-motivation and initiative
- Strong customer service focus and passions for either the tourism, events or visual and performing arts industries
- Proactive in providing suggestions, and developing systems and facilities that enhance customer service