

JOB AT A GLANCE			
Job Title:	Visitor Centre Consultant	Budget responsibility:	Nil
Reports to:	Manager i-SITE	Direct reports:	0
Location:	31 Taupo Quay	Travel Required:	Yes
Salary range or hourly rate:	Available on request	Position Type:	Part-Time
Last updated:	May 2022	New or existing position:	Existing Position
OUR ORGANISATION			
OUR MISSION <ul style="list-style-type: none"> To lead and drive opportunity through business, education, and lifestyle. We promote Whanganui as a destination to live, visit, work, study and invest. Our activities include supporting new and existing businesses, bringing events to Whanganui and providing the latest economic data, analysis and commentary on the Whanganui district. We ensure visitors are informed, impressed and ready to return. 		OUR VALUES <ul style="list-style-type: none"> Partnership Transformation Innovation Communication Focus 	
ROLE DESCRIPTION			
ROLE PURPOSE Provide an excellent and effective customer focused sales service in both commissioned and retail sales. Provide comprehensive, objective and accurate information and booking services.			
KEY ACCOUNTABILITIES <ol style="list-style-type: none"> Complete Retail and Commission Sales Engage with i-SITE Visitor Information Centre Clients i-SITE Visitor Information Administration Supervise and Train Casuals Customer Service 			
ADDITIONAL RESPONSIBILITIES If required, assist Manager i-SITE in supporting other tourism related initiatives such as: <ul style="list-style-type: none"> Coordinating media/PR famils & stories Banking Corporate Bookings 			

TOOLS & RESOURCES

- MS Office Suite
- IBIS Systems
- Retail and Point of Sale systems

STAKEHOLDERS

- Internal Stakeholders: Board of W&P, CEO, Lead Team, direct report, all Staff,
- External Stakeholders: i-SITE network (VIN), Whanganui District Council staff and elected members, Visitors, Residents, Tourism service providers, Accommodation providers, Dept. of Conservation staff, Café staff, Visitor Centre Tenant Staff.

WAYS OF WORKING

Customer service based at Whanganui i-SITE located on 31 Taupo Quay.

WHO WE'RE LOOKING FOR

- Someone who demonstrates good listening and questioning techniques to ensure clients receive accurate information and sales are achieved where possible.
- Ensure Customers are satisfied with the quality of information provided, the delivery of the information, and provide positive feedback.
- A sound and comprehensive working knowledge of the retail and commission sales offerings is maintained.
- Ability to process bookings for: Rail, Ferries, Airlines, Accommodation, Activities, Events, Coach, Attractions, Conferences and Corporate Travel.
- Ensuring enquiries are dealt with effectively, efficiently, accurately and in a friendly manner using all media. (Phone, directly, web based, email).
- Ensure Booking, ticketing, payment and payment systems are adhered to. All booking conditions and requirements are explained to customers, in accordance with legal requirements.
- Itinerary plans are completed and presented in a professional, effective, timely and friendly manner, reflecting client requirements and expectations.
- Keeping the i-SITE Centre tidy, attractive and presented in a manner of excellence and high quality.
- Comply with all safe work procedures, policies and instructions.

QUALIFICATIONS (Desirable)	<ul style="list-style-type: none"> • National Diploma (or higher) in either Tourism, Business or Hospitality. • National Certificate Level 4 in Tourism Visitor Information. 	SKILLS & EXPERTISE	<ul style="list-style-type: none"> • Proficient with corporate and travel booking computer systems, particularly in the area of email, internet and the Microsoft Office applications.
EDUCATION & TRAINING (Desirable)	National Certificate Level 3 in either: <ul style="list-style-type: none"> ○ Tourism Core Skills, Tourism & Travel Core Skills, or Tourism Visitor Experience, or Travel. 	EXPERIENCE	<ul style="list-style-type: none"> • Experience in sales and customer service. • Experience in the use of the internet and information

	<ul style="list-style-type: none"> ○ I-SITE New Zealand certificates in Customer Service, Sales Training, and Cultural Awareness. 		<ul style="list-style-type: none"> technology to undertake research and conduct sales. • Knowledge of the Whanganui district and its visitor offerings.
WHAT YOU'LL GAIN			
<p>This is a rewarding role with high visibility of your output. You will find a broad range of activities that will encompass promoting tourism, tourism products available in Whanganui.</p> <p>Whanganui is growing, has a vibrant creative community and a strong sense of where it is heading. You will have a key role to play in this exciting shift as we grow Whanganui's economy.</p> <p>W&P is committed to supporting the professional development of our people. Where training is required to support the successful performance of the role, it will be provided because, as you learn & grow, so do we.</p>			

VARIATIONS:

From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

ACCEPTANCE OF POSITION DESCRIPTION:

I have read the attached Position Description and agree that it represents the duties I will perform for the above position.

Employee/Contractor: _____ Dated: _____

Manager: _____ Dated: _____