

Tourism Industry Host Fixed term position

We are seeking the services of a highly motivated, friendly, outgoing person at our Quake City visitor attraction in Restart Mall. This is a fixed term position ending on 24 July 2017. The position is full-time working 10.00 am until 5.00 pm Sunday to Thursday. High levels of motivation and enthusiasm and a commitment to exceeding visitor expectations will all be required. Retail sales experience is desirable.

To find out more about this position and how to apply please visit the careers page on our website www.canterburymuseum.com

Applications close at 5.00 pm on Sunday 27 November 2016.



How to Apply

Applications are invited by letter with attached Curriculum Vitae. The letter should include your own assessment of your suitability for the position and an indication of when you are free to take up duties. You should also state whether or not you have any criminal convictions or have any hearings pending. The Curriculum Vitae should include information about your experience and qualifications and the names and contact details (address, email and telephone numbers) of two or three people who are willing to assess the applicant's merits if confidential reference is made to them.

The position is fixed term until 24 July 2017 and full-time working 10.00 am until 5.00 pm Sunday to Thursday (35 hours per week).

Your application should be addressed to **Anthony Wright, Director**, and emailed to:

VHApplication@canterburymuseum.com

Applications will close at 5.00 pm on Sunday 27 November 2016. Applications must be in the specified format.

Conditions of Employment

Conditions of employment will be set out in a standard Canterbury Museum Individual Employment Agreement if you are offered a position. Applicants must have, or be eligible for, a New Zealand work visa.

Confirmation of employment will be subject to a satisfactory response to the Ministry of Justice's 'Request by a Third Party under the Official Information Act for a copy of criminal convictions held' (required by the Museum's Security Policy).

Remuneration

The Museum employs a job sizing methodology which assesses relativities between positions and relates jobs to salary bands. Each band has a scale running from 80% through to 120%, with 100% being the midpoint which is commonly understood to be the value where the job is being carried out at a successful and fully competent level.

Remuneration at commencement will be based on qualifications and experience and is likely to be in the range of \$37,805 per annum (pro-rated to \$33,079 based on 35 hours per week) (80% of Band C), and \$47,257 per annum (pro-rated to \$41,350 based on 35 hours per week) (100% of Band C).

JOB VALUE STATEMENT

Date:	November 2016
Job Title:	Visitor Host (fixed term)
Responsible to:	Customer Experience & Education Manager
Output Customers:	Those customers who directly receive/benefit from the outputs All Museum visitors including visitors to <i>Quake City</i> Telephone callers Museum management and staff Event organisers and their guests Schools and other education organisations
Key Stakeholders:	<i>Quake City</i> visitors Telephone callers Event attendees Education programme attendees
Key Relationships:	Customer Experience & Education Manager Customer Experience & Education staff Security & Risk Manager Public Engagement Manager Other Visitor Hosts <i>Quake City</i> Protective Services Officer

1. Job Context

The **Canterbury Museum** exists to add value to the present and future citizens of Canterbury and the many visitors to Christchurch, by welcoming our visitors to explore the diversity of the natural world and our cultural heritage and to make this a fun experience. This will be achieved through:

- creating an interactive experiential journey for our visitors through which we tell the stories of Canterbury Waitaha and New Zealand Aotearoa and provide a view on the rest of the world
- reaching out to children of all ages and providing learning experiences in an informative and enjoyable setting
- building and properly caring for the collection of priceless treasures we hold in trust for the community
- high quality relevant research on our collections and the dissemination of the results to the widest possible audience
- working with a range of partnerships which integrate us into the wider community. In particular we are committed to working with iwi in the spirit of the Treaty of Waitangi, embodying concepts such as mauri, kawa, mana and wairua
- providing our visitors with friendly high quality service and ensuring equitable access to all
- upholding and adhering to the highest professional standards of best practice
- providing maximum community benefits from the resources made available to us
- providing staff with the learning and development opportunities required to enable them to carry out their work.

The **Visitor Host** reports to the Customer Experience and Education Manager (see attached Organisation Chart).

2. Job Purpose

The position of Visitor Host exists to:

- meet and greet visitors to *Quake City* ensuring a warm welcome that creates an excellent first impression
- maximise *Quake City* entrance ticket sales and retail sales
- deliver excellent customer service to all visitors and promote a strong customer focus ethos
- assist in promoting *Quake City* and the Museum as places where learning is fun, entertaining and informative
- enhance visitors' experience by providing quality information
- assist with events and public programmes
- promote special exhibitions and public programmes
- provide a friendly and efficient telephone answering service

Visitor Hosts will be rostered to cover the following job components: *Quake City*

3. Key Output Areas

The duties and responsibilities outlined describe the core tasks, you may be required to undertake other duties.

1. Welcoming meet and greet service by:

- pro-active meeting and greeting *Quake City* visitors with a welcoming smile, ticket selling, and providing them with accurate and up-to-date information; completing retail sales
- disseminating material relevant to exhibitions and public programmes
- ensuring school groups are managed appropriately upon arrival, including bag control, contact with Education Communicators and providing directions to independent school groups
- maintaining the Reception/Sales Desk, *Quake City* to a standard which reflects the professionalism of the Museum
- maintaining front of house facilities for visitors eg bag check

2. Customer Service delivered and promoted by:

- providing a friendly and efficient telephone answering service
- handling visitor requests, comments and complaints promptly and professionally
- answering internal and external enquiries in a friendly and efficient manner
- monitoring the presentation of all public areas and notifying any damage or wear and tear to the Group Manager
- maintaining a high standard of presentation and personal grooming
- providing effective support to other areas of the Museum where appropriate

3. Supporting functions and events at *Quake City* or the Museum by:

- setting up, assisting with and dismantling equipment for both daytime and evening programmes and events, in conjunction with the Protective Services Group
- assisting with event, programme and exhibition evaluations and identifying potential improvements to services and processes

4. Quality information provided by:

- providing specific information on exhibitions, programmes and collection items and facilities
- providing general information on Christchurch and its attractions
- processing financial transactions accurately and efficiently
- assisting with the provision of performance reports to Museum management

5. Effective communication provided by:

- communicating house rules to protect collections eg food and beverage requirements

- working with Protective Services staff to ensure that an emergency evacuation can be effectively carried out at any time

6. Promotion of Museum as a Centre of Excellence by:

- adhering to Museum policies and procedures, guidelines and house rules
- adhering to professional standards, practices and codes of ethics
- promoting excellent public relations by clearly communicating Museum values and objectives
- working to ensure the Museum is a responsible tourism destination
- proactively seeking continuous improvement to further enhance the visitor experience
- accepting additional responsibilities when requested
- promoting and maintaining excellent internal working relations
- adhering to the Museum’s health and safety practices and remaining aware of all health and safety matters at all times
- ensuring use of sustainable practices wherever possible and continuously looking for ways for improvement.

4. Profile of an Ideal Visitor Host

The following job competencies, qualifications and experience represent an ideal applicant. It is recognised that not all candidates will meet all criteria.

(a) Job Competencies

Knowledge

- a comprehensive knowledge of front line customer service delivery
- passion and energy for delivering excellent customer service, and for developing, implementing and maintaining a strong customer focus
- interest in and some knowledge of Museums, their exhibitions, programmes and collections
- awareness of and sensitivity to cultural and special needs, particularly Tikanga Maori
- interest in museum learning philosophies and practices

Skills

- excellent customer service skills, both personal meet and greet and telephone
- interpersonal and applied listening skills
- excellent oral and written communication skills
- ability to take the initiative, problem-solving and decision-making skills
- experience in conflict resolution and dealing with difficult people
- retail experience an advantage
- accurate and efficient cash handling skills
- first aid experience
- computer, database, telephone and office equipment skills

Behaviour

- commitment to excellent external and internal customer service and continuous improvement
- a friendly and outgoing personality with a sense of humour
- high level of energy, motivation and enthusiasm to achieve agreed tasks and goals
- flexibility and receptive to change and new ideas
- a positive team player and an independent thinker
- interest in the work of the Museum and its goals
- cultural sensitivity and a tolerance of others’ attitudes

(b)Qualifications

The position will require:

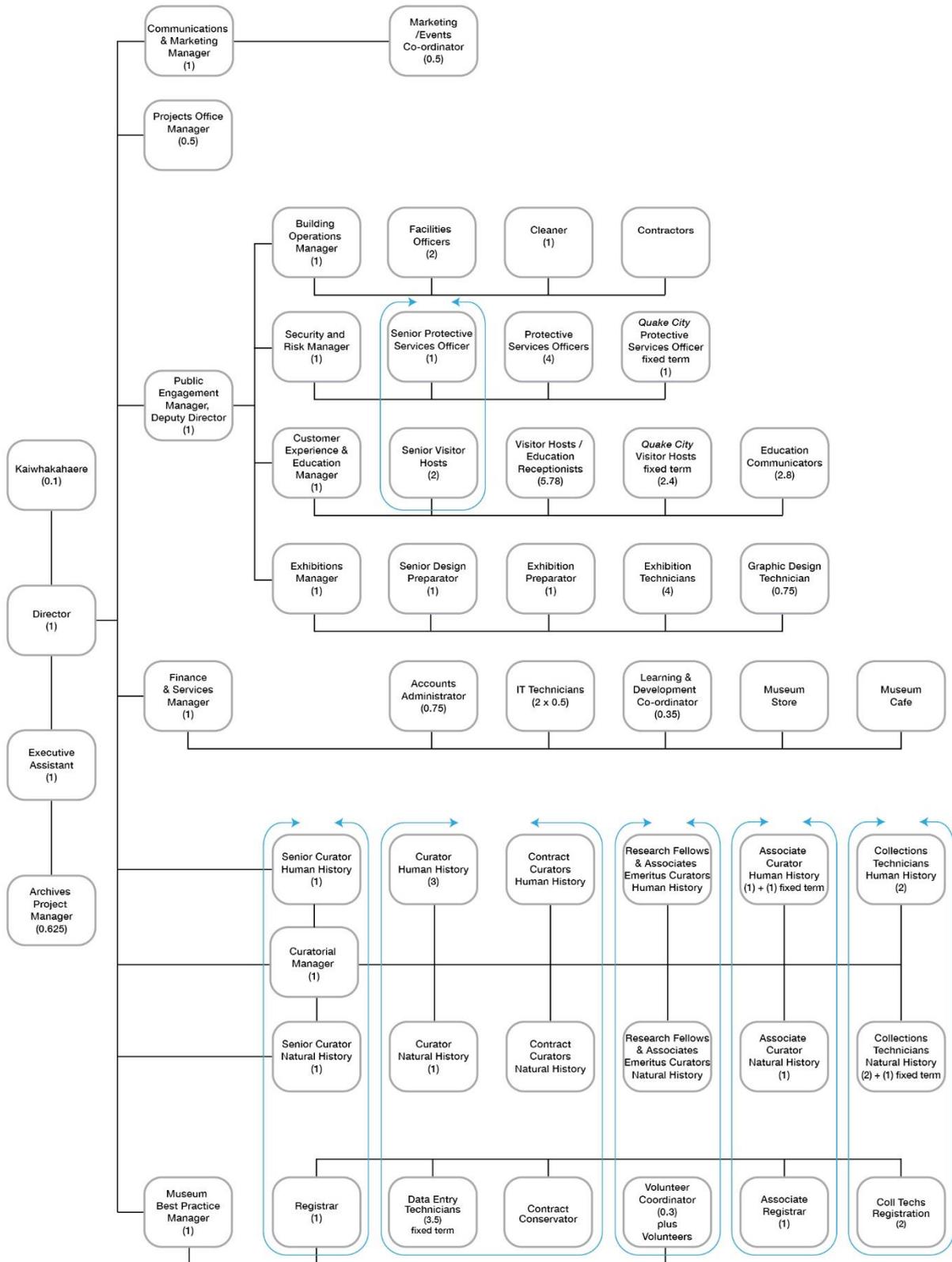
- a current First Aid Certificate (if this qualification is not already held, the successful applicant will commit to obtaining this once in the employ of the Museum)
- an appropriate visitor industry recognised qualification or certificate is desirable

(c) Experience

The position will require:

- recent experience in front-line customer service, preferably in the tourism or hospitality industry, both personal meet and greet, and telephone answering
- experience in making positive contributions within a vibrant team environment
- experience in communicating with people from a variety of backgrounds and ages
- proven ability to create and maintain positive public relations and internal working relations

organisational chart



9 November 2016