

CENTRAL OTAGO DISTRICT COUNCIL

JOB DESCRIPTION

POSITION : **i-SITE Visitor Centre Consultant**

REPORTS TO : Ranfurly i-SITE Team Leader

LOCATION : Ranfurly

PRIMARY OBJECTIVE

To act as the first point of contact to visitors and local residents in the community and to provide them with comprehensive, objective and accurate information regarding visitor attractions, accommodation, transport and general information in respect of the region. To sell and place bookings for attractions, accommodation and transport on behalf of visitors to the Central Otago region.

PRINCIPAL DUTIES AND RESPONSIBILITIES

The i-SITE Visitor Centre Consultant (Consultant) will receive direction and guidance from the Ranfurly i-SITE Team Leader (Team Leader) and/or the General Manager of Tourism Central Otago. The Consultant will undertake and/or assist in the following activities:

- Provide excellent local knowledge regarding the Central Otago region's attractions, activities, accommodation and facilities.
- Outstanding customer service focus and a passion about the tourism industry.
- Work within the Central Otago i-SITE staff roster as provided by the Team Leader.
- Comply with the current i-SITE Membership Standards and undertake the i-SITE NZ approved training.
- Maintain the i-SITE brochure displays and retail displays to a high standard, ensuring information and product is up to date and relevant, and areas are kept clean and tidy.
- Balance daily till takings and complete daily banking sheet correctly. Report on any discrepancies.
- Assist with maintaining the local events database for Central Otago on the www.centralotagonz.com website.
- Respond to correspondence professionally and within the acceptable timeframe.
- Create and maintain close working relationships with Tourism Operators, Tourism Central Otago (TCO) staff, Central Otago District Council (CODC) staff and other associated parties.
- Adhere to all CODC Policies and Procedures and comply with all Health and Safety regulations.
- Attend CODC approved training when and where requested to.

- Work within all systems utilised by the Central Otago i-SITES, including booking systems, on-line platforms, point of sale systems and brochure distribution systems.
- Understand and adhere to the Central Otago i-SITE booking terms and conditions along with Consultant responsibilities for all sales, including refund policies, cancellation fees and retail return policy.
- Primary location of work is Ranfurly. On occasion Consultant will be required to work at other Central Otago i-SITE or Central Otago District Council locations as requested by the Team Leader or GM.

KEY RESULT AREAS

- Enquiries are answered promptly and efficiently in a professional and friendly manner.
- Excellent sales results are regularly achieved.
- Customers are satisfied and provide positive feedback.
- All booking conditions and requirements are explained to customers in accordance with legal requirements.
- Brochure stands are consistently well stocked and well presented.
- Training opportunities are taken to expand knowledge of local and national tourism. Formal training is completed (including National Certificates and i-SITE modules).
- Personal presentation and responsibilities meet a high standard in accordance with the National i-SITE guidelines and objectives.
- Money is handled accurately and takings are balanced daily.
- Other duties are carried out as agreed with the Team Leader and/or Manager.

RELATIONSHIPS

External

All public
 Tourism Operators
 Pay and display clients
 i-SITE New Zealand

Committee/Groups

Promotion and Event Groups

Internal

Chief Executive Officer
 General Manager – Tourism Central Otago
 i-SITE Visitor Centres Manager
 Ranfurly i-SITE Team Leader
 Visitor Centre staff in Central Otago
 National i-SITE network staff
 Tourism Central Otago staff
 Central Otago District Council staff

PERSONAL QUALITIES AND QUALIFICATIONS

To be successful in this role the incumbent would need to display the following attributes and skills:

- Be knowledgeable about Central Otago.
- Have a high level of experience in customer service and the tourism industry.
- Have good financial skills and be able to balance daily takings and till.
- Have good computer skills, in particular word processing (Microsoft Word and Excel) and email competence, including the ability to move between software applications to locate and provide information. The ability to learn new on-line booking systems and move between them in a timely manner.
- It would be advantageous to have a good knowledge of reservations, ticketing and on-line bookings.
- It would be advantageous to have a good network of local contacts and tourism-related operators.
- Be self-motivating, self-directing, patient and have good multi-tasking skills.
- Possess good communication skills, and be able to work with people from a wide range of organisations, backgrounds and cultures.
- Have a strong sense of accountability, keep others informed of actions taken, and demonstrate good judgement in knowing what and when to report.
- Have strong planning and organisational skills and the ability to work under pressure.
- Be flexible and work as part of a team.



OUR STAFF VALUES



Be Respectful

- Listen to learn and understand
- Respect our differences
- Act with integrity
- Be patient and kind



Work together

- Collaborate
- Communicate
- Cooperate
- Think across the organisation



Be courageous

- Speak up
- Deliver the best
- Take smart risks
- Be open to change



Me manaaki tētahi ki tētahi, me pakihwitahi te tū – kia haere tahi ai tātou

Respect each other, stand shoulder to shoulder - So that we may travel on this journey together