



SHAPING AN
AWESOME
HAMILTON

VISITOR EXPERIENCE REPRESENTATIVE

Hamilton Gardens - Destinations

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

About the position

This position sits within the **Destinations group**. This group deliver thriving events, attractions, and destinations – Hamilton Gardens, Waikato Museum, Te Kaaroro Nature Precinct, and H3 venues (Claudelands Events Centre, FMG Stadium Waikato and Seddon Park). Read on to find out more about the role.

What you will do

As the first point of contact at the Hamilton Gardens Visitor Centre, you will make sure all visitors feel greeted and welcomed. You'll need to provide excellent customer service, share important information, and assist wherever needed to make Hamilton Gardens a success.

Your responsibilities include handling ticket and retail sales. Safety is also a big part of your job - you'll help keep everyone safe and know what to do in case of emergencies. You'll support volunteers, take care of equipment rentals, handle money, and provide first aid if someone gets hurt. All of this helps create a wonderful experience for people who come to Hamilton Gardens.

Reports to	Visitor Services Manager
Responsible for (total number of staff)	Nil
Delegation	Nil
Budget	Nil

Key responsibilities

Some of the **key responsibilities** for this role include:

- **Visitor Service:** Warmly welcome visitors, offer friendly and informative assistance, and provide support to those with special accessibility needs for their comfort and convenience.
- **Daily Visitor Readiness:** Help maintain high standards of quality to enhance customer satisfaction, including working closely with cleaning and security as required.
- **Ticketing and Sales Operation:** Handle ticket and retail sales, scanning tickets both indoors and outdoors and responding promptly to inquiries. This also involves precise management of cash transactions, cash-up and banking tasks.
- **Retail Sales:** Handle retail sales, merchandise stock-takes and related administrative tasks. Actively promote special offers, memberships, or promotions to enhance visitor engagement and revenue generation.
- **Information Services:** Provide information services such as getting around, eat out/night out, shopping and markets, things to see and do. Travel guides and maps are ordered regularly. They are kept well stocked and presented, including across all three Visitor Destinations.
- **Safety and Security:** Prioritise the safety and security of visitors, ensuring you are well-versed in safety protocols, emergency procedures, and are vigilant at reporting incidents.
- **Tours (Guided and Audio) Sales:** Handle sales of guided and audio tours. If required deliver guided tours on occasion.
- **First Aid & Safety:** Offer first aid for visitor safety and promptly report any safety concerns or incidents. Handle lost children or pets using established protocols for their safety and reunification. Provide support to those with special accessibility needs for their comfort and convenience.
- **Lost & Found and Cloak Room:** Manage lost items and attend to the cloak room if in operation.
- **Child Protection:** Follow policy, attend training, and undergo regular safety checks to ensure children's safety at Council facilities.
- **Venue and Event Support:** Support with all aspects of venue and events as required, including famils, bookings, set-up, pack down, and onsite assistance at the venue.

- **Sustainability support:** Actively contribute to promoting sustainability and waste minimization efforts.
- **Organisation Support:** You may be required to work at any of the Destinations Group operated sites as required to meet the group's operational needs and the responsibilities of the position and similar positions from time to time
- **Health & Safety:** Adhere to all Health & Safety obligations, responsibilities and legislative requirements including regular monitoring and review of risks and hazards and Civil Defence.

How you will do this

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

As we operate 364 days a year you will be required to work at least one weekend day and public holidays as required.

Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

You bring to the role

- Qualification within the tourism, hospitality, or retail sector (not essential).
- First aid certification (preferred).
- Previous experience in a front of house, tourism, or visitor experience role.
- Excellence in contributing to and thriving in a dynamic service culture.
- Ability to develop and maintain positive working relationships.

- Excellence in resolution of customer complaints and concerns.
- Strong communication skills, verbal and written. Computer literate.
- A mindset that no task is too big or too small.

Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: *This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.*