

VISITOR SERVICES SUPERVISOR – RETAIL AND ADMISSIONS

Directorate	Community Services	Department	National Aquarium
Reports to	Operations Manager	Grade	
Date Reviewed	July 2020		

Job Purpose

This role assists the Operations Manager with the supervision of all tasks involving the day-to-day operation of visitor services and experiences at The National Aquarium of New Zealand (NANZ). This includes reception/admissions, Friends of Aquarium programme, events/functions, retail and the café.

The well-being and safety of all staff and guests is an integral part of this role. It is essential that the council policies and NANZ procedures regarding customer service, hygiene and Health and Safety are followed and implemented appropriately.

Key Accountabilities

1. Guest Services & Experiences

- Ensure that the National Aquarium of New Zealand consistently delivers an exemplary level of guest service, experience and engagement.
- Supervise and assist the safe and successful operation of all visitor-facing elements and revenue-generating activities (including ticket sales, membership, functions/events, retail and café).
- Supervise and assist with the delivery of all visitor services (assistance, first aid and public communications), visitor engagement, I-SITE and tour operator liaison, cleaning (of all public areas), venue functions and hire (including birthday parties), and public emergency response coordination.
- Administer the Friends of the Aquarium programme, ensuring data is accurately maintained, and renewal reminders are sent promptly to maximise revenue. Assist with the development of member e-newsletters, member events and communications.

Cafe

- Work with the Operations Manager and Café Lead on menu development, ensuring food is prepared in line with food hygiene rules and presented to a high standard.
- In liaison with the Café Lead ensure the Café is staffed appropriately at all times.

Facilities

- Ensure that the National Aquarium is presented to the highest standard of cleanliness and appearance by conducting regular walk-throughs of public areas and facilities; maintain accurate records of findings, implement corrective actions and report any recommendations for improvements to the senior management team.
- Ensure all public and staff areas inside and outside NANZ are safe, clean, hygienic and presentable to a high standard.
- In conjunction with the Operations Manager, ensure reception, retail and café areas are appropriately supervised 7 days per week; including weekends and public holidays.

- Maintain food hygiene, pest control, Health & Safety, staff training and other records as required by policy and procedures.

Events / bookings

- Administer customer information, booking and reservation systems for all events, programmes and activities.
- Manage evening and booked corporate functions/events.
- Act as Duty Manager for evening functions as required, ensuring service excellence and compliance with all legal requirements around the service of alcohol.
- Oversee functions/events ensuring resources (people and equipment), setup, catering and floor plans are implemented as agreed with client.
- Manage the Aquarium Venue Hire, maximizing revenue through both reactive and proactive sales, ensuring prompt response to customer enquiries, and delivering a quality Venue Hire service.
- Identify, with team input, any opportunities for improvements to operational plans and services to continually improve service delivery.

Retail

- Ensure the management of merchandise in the retail shop according to the plan agreed with the Operations Manager.
- Seek opportunities for add on sales, maximizing profits at all times.
- Maintain positive working relationships with merchandisers and suppliers.
- Assist staff with the stock take process.
- Assist with the purchasing, receiving and receipting of inventory.

Other

- Supervise the scheduling of costume character teams, both at the National Aquarium and off-site, in collaboration with NANZ Managers and NCC Communications and Marketing staff.
- Perform other tasks and duties as assigned by the Operations Manager or General Manager.

2. Training

- Ensure the following training/ qualification is completed as part of this role: Alcohol sales Manager, Food hygiene, First aid, Standard operating procedures, Health and Safety.
- Identify team training and development needs in liaison with the Operations Manager.
- Contribute to the development and improvement of SOP's and processes as required.

3. Team

- Supervise all employees within the Visitor Services team as rostered.
- Ensure the team are following agreed processes and following Standard Operating Procedures.
- Ensure the ongoing development of a high performing and competent team.
- Ensure the team has a strong stakeholder / customer focused culture.
- Ensure the ongoing pro- active support of health and safety strategies and policies.

4. Team Leadership

- Ensure that rosters are maintained and the service delivery occurs without disruption on a day-to-day basis.
- Ensure the ongoing development of a high performing and competent team.
- Ensure the establishment of a strong stakeholder/customer and solutions focused culture.

- Ensure the ongoing pro- active support of health and safety strategies and policies.
- Provide oversight and direction to employees in accordance with the Council's policies and procedures, with a focus on customer delivery.
- Undertake recruitment and selection processes and thorough induction of new employees.
- Coach, mentor and develop staff.
- Empower employees to take responsibility and accountability for their jobs and agreed deliverables. Delegate responsibility and expect ownership and regular feedback.
- Lead employees using the performance management and development process that encourages employee contribution and includes setting KPI's, feedback, and regular performance discussions and review.
- Provide effect performance feedback and recognition.
- Undertake performance management and disciplinary investigations in conjunction with People & Capability.

5. Relationship Management

- Collaborate with the Curatorial team to ensure the National Aquarium operates efficiently and for the benefit of guests and animal care.
- Represent the National Aquarium's senior management team to visitors; process and resolve customer enquiries or complaints, liaising with Communications and Marketing on matters of public relations, with Curatorial staff on matters relating to animal care and the General Manager on matters regarding vision, mission and policy.
- Maintain strong and meaningful relationships with key agreed and targeted external and internal stakeholders in relation to the administration of NANZ.

6. Civil Defence

- This role will be required to perform Civil Defence duties as required.

7. Health & Safety

- Participate and contribute to health and safety continuous improvement initiatives.
- Report all incidents, including near misses, whether or not these incidents involve actual consequences
- Ensure safe work practices are followed. Proactively promote safe behaviour and injury prevention.
- Participate in training and working safely including the proper use of safety equipment.
- Ensure safety at work is top priority.

Financial Delegations

General Financial Delegation	\$2,000	As set out in the "financial delegations" register on Info Source, which can be updated at the discretion of the Chief Executive.
-------------------------------------	---------	---

People Management	Recruit & recommend staff for hire within NCC guidelines.
--------------------------	---

Direct Reports	5	Total Staff	5
-----------------------	---	--------------------	---

Non-Financial Delegations

Yes	As set out in the non-financial delegations register on Info Source, which can be updated at the discretion of the Chief Executive.
-----	---

Relationships

Internal	External
-----------------	-----------------

<ul style="list-style-type: none"> ▪ Director Community Services ▪ Manager Business & Tourism ▪ NANZ General Manager ▪ Operations Manager ▪ VS Team ▪ All NANZ staff ▪ All NCC staff 	<ul style="list-style-type: none"> ▪ Visitors ▪ Venue hire and bookings clients ▪ Friend of NANZ ▪ Contractors/Suppliers ▪ Students ▪ School staff
Qualifications, Skills & Experience	
<i>Essential</i>	
Education	<ul style="list-style-type: none"> ▪ Minimum 4-5 years secondary school
Licence	<ul style="list-style-type: none"> ▪ Drivers Licence
Experience	<ul style="list-style-type: none"> ▪ 3 years' experience in front of house operations ▪ Café (catering) and retail experience ▪ 1 year staff supervision
Skills	<ul style="list-style-type: none"> ▪ Team Management and leadership skills ▪ Strong Customer Service ethic ▪ Can work to stretch goals to help team achieve budget and admissions targets for financial viability. ▪ Have excellent interpersonal skills and behaviours ▪ Excellent communication skills both written and oral ▪ Strong communication skills with the ability to relate positively to a wide variety of people and groups ▪ Excellent problem-solving skills with a commitment to positive outcomes ▪ Ability to plan, organize self and others ▪ High level of computer literacy (Microsoft)
<i>Desirable</i>	
Skills	<ul style="list-style-type: none"> ▪ Managers Certificate (alcohol sales)
Other Attributes	<ul style="list-style-type: none"> ▪ Invites and builds on diverse ideas and input from others ▪ Takes initiative and can work to remove obstacles to accomplishing goals ▪ Builds relationships and promotes cooperation between all members of the team.
Core Competencies	
Takes the lead to improve and deliver	Challenges status quo to ensure that service and outcomes are continuously improved. Generates innovative approaches to own work.
Exceed customer expectations	Anticipates customer concerns and takes initiative to proactively resolve issues. Seeks feedback to identify ways to improve service or products.
Values team & readily supports others	Invites and builds on the diverse ideas and input of others. Embraces team or patch decisions, even when they differ from own position. Give credit for the difference people make.
Integrity and Honesty	Is open, honest and timely in communications. Practices what speaks. Shares time and knowledge freely. Values others opinions and credits their contribution. Treats others as equals. Is positive and constructive. Has energy and encourages others. Understands own abilities and

	weaknesses. Manages own emotions. Gains insight from others and their feedback. Maintains confidentiality. Admits mistakes and does not misrepresent. Honours commitments and keeps promises.
Technical & professional expertise	Relied on to provide in depth and up to date advice and resolve complex problems. Ably leads and represents own team. Documentation is clear, concise and engaging.
Solves problems & analyses issues	Identifies new trends, potential problems and opportunities early. Anticipates and responds quickly to problems.
Innovates	Creates environment of continuous improvement. Supports and encourages innovation in others.
Practices self-development	Is aware of own personality traits. Develops working relationships with others that compliments own style and/or skills. Reflects on own performance and uses feedback to guide change. Takes opportunity to diversify career. Is positive about giving new systems a go. Learns quickly when faces new problems. Stays abreast of new legislation and technical developments.
Drives for results	Sets high performance standards with clear expectations for self and others. Keeps team focused on results based outcome.
Establishes stretch goals	Uses metrics and data to monitor, anticipate and address issues so that progress towards goals is not disrupted.
Takes initiative	Puts in extra effort and work to accomplish critical or difficult tasks. Removes obstacles to accomplishing goals.
Communication	Expresses complex procedures, ideas and positions in a clear, concise and timely manner. Listens and asks clarifying questions to understand others' point of view and identify issues. Constructively adds to discussions.
Inspires & motivates others to high performance	Celebrates and/or rewards the significant achievements of others. Makes hiring and promotion decisions based on people's capabilities and business needs.
Builds relationships	Ensure the team is focused on meeting customer needs. Promotes cooperation's between all members of the team. Has a high level of energy and enthusiasm.
Develops others	Provides coaching and acts as a mentor to develop others. Identifies and takes action to address performance & initiate development opportunities.
Develops strategic perspective	Directs others by clarifying the broader purpose and reason of their work. Demonstrates understanding of how own group's performance impacts Council's overall business.
Champions change	Explores and adopts best practices from both within and outside the Council. Adapts quickly and resourcefully to shifting priorities. Helps others adapt in the face of resistance.

Vision and Values

To provide facilities and services and the environment, leadership, encouragement and economic opportunity to make Napier the best city in New Zealand in which to live, work, raise a family and enjoy a safe and satisfying life.

Our Values

ICE

INTEGRITY:

- We act in a safe, open, honest and transparent manner.
- In all that we do, we can hold our heads high.

COMMUNITY AND CUSTOMER SERVICE:

- We commit to listening to the needs of our internal customers and community and delivering excellence in service.
- We engage in a friendly, trustworthy and respectful manner, embracing cultural heritage and diversity with an open mind.

EXCELLENCE:

As one team we encourage each other to:

- Set consistent standards, while delivering the highest quality service and celebrating success in this, together.
- Care about the safety, wellbeing and the enhancement of ourselves, community and environment to enable all to flourish and prosper.
- Embrace creativity and flexibility in a safe, collegial environment – where each individual's skills are valued and recognised.

