

Information Consultant

To provide a comprehensive booking and information service. To act as a first point of contact for visitors and local residents. To provide a service which promotes and enhances the Whangarei region. Each of us has a key role to play in making our district great, and as an Information Consultant, you will be an ambassador for Whangarei and its community.

Our Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(showing respect and care for others, hospitality, kindness and support)

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(unity, solidarity, togetherness and collective action)

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga

(protection, stewardship, trust and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Information Consultant – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Promote Whangarei District and encourage visitors to use our facilities and experience our attractions.
- Provide visitors with current and useful information.
- Maintain current local and national tourism knowledge to make appropriate suggestions and sales.
- Make reservations for accommodation, transport, activities and events throughout New Zealand to meet customer needs.
- Liaise with suppliers and operators of accommodation, transport, activities and attractions to carry out bookings.
- Make bookings promptly, efficiently and accurately in a friendly manner.
- Maintain centres ensuring they are presented to a clean and tidy standard.
- Attend brochure displays to maximise appeal and generally enhance sales potential.
- Be responsible for daily and other duties as may be requested by the Team Leader.
- Record statistics as required for both centres.
- Maintain isite NZ standards and conduct business in accordance with the isite NZ guidelines and objectives.
- Use the Ibis booking and retail system to process all bookings and sales and be responsible with monies collected.
- Balance the cash registers daily and reconcile with Ibis.
- Greet customers in a welcoming manner and be culturally sensitive.
- Receive and relay incoming calls/messages and respond promptly to customer enquiries/emails.
- Ensure the reception area is presentable and the 'What's On' boards are current.
- Ensure all security procedures are followed regarding alarms, locks and safe.
- Work across a 7-day roster including public holidays.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- Flexibility and willingness to work on weekends and public holidays where required.
- Qualification related to Tourism, Customer Services/quality delivery at NZQA accredited New Zealand Certificate level (desirable but not mandatory).
- Sound regional tourism knowledge and general knowledge of New Zealand.
- Experience with providing a range of varied services to customers.
- Microsoft Office Suite – Word, Excel & Outlook.
- Well-developed verbal and interpersonal communication skills.
- Diplomacy and the ability to work multiculturally.
- Motivation and demonstrates initiative.

- Punctual and reliable.
- Accuracy and meticulousness.

Additional Information

Financial responsibilities – Nil

Position Grade – Grade 8

Organisation Chart – see below

