Position description

Position title:	Senior Visitor Services Specialist	**Team:**	Auckland Botanic Gardens
Division:	Community	**Reports to:**	Micheline Newton
Department:	Parks & Community Facilities	**Direct reports:**	Nil
Unit:	Parks	**Indirect reports:**	N/A

Our commitment to te ao Māori	We honour Te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of the Māori community. You participate in initiatives to embed te ao Māori into the way we do things. You are willing to develop and build your own confidence and capability to contribute to the department's Māori Responsiveness Plan and wider organisation's vision to be a treaty-responsive organisation.
Purpose of the job	The Senior Visitor Services Specialist role provides senior operational leadership for the Auckland Botanic Gardens Visitor Centre and front-of-house visitor experience. The role is accountable for the coordination, continuous improvement and delivery of specialist visitor services administration and operational functions, including Visitor Centre operations, incident response coordination, visitor information services, facility hire administration, daily reconciliation processes, and frontline service standards.

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Key responsibilities	**Operational Coordination** • Act as the senior operational lead for Visitor Centre activities during rostered shifts, including weekends, coordinating daily operations to ensure safe, efficient and customer-focused service delivery. • Coordinate and maintain frontline staffing rosters, ensuring effective service coverage, efficient use of resources and timely arrangement of casual support within approved parameters. • Coordinate responses to visitor incidents and operational issues. • Prioritise workflows, allocate tasks and provide day-to-day guidance to frontline staff in response to operational demands. • Ensure Visitor Centre procedures, financial controls, opening and closing processes, and service standards are consistently maintained. • Ensure the Visitor Centre team maintain display infrastructure and support workshop planning and delivery in association with the Education & Partnership Specialist. **Visitor Safety and Incident Management** • Lead or coordinate responses to visitor incidents, emergencies and complex situations, applying sound judgement to assess risk and determine appropriate escalation pathways. • Ensure incidents are accurately documented, reported and escalated to managers, security, emergency services or other stakeholders as required. • Promote safe working practices and support staff wellbeing through effective management of operational and psychosocial risks. **Specialist Visitor Services Administration** • Maintain oversight of specialist visitor services administrative functions, including bookings, permits, visitor enquiries, retail activities and associated operational processes. • Monitor quality and efficiency of administrative systems and identify opportunities for continuous improvement. **Capability Support and Knowledge Sharing** • Provide coaching, guidance and on-the-job support to Visitor Services Representatives and casual staff to promote consistent service delivery, health and safety practices and operational standards. • Support induction and training activities and act as a senior point of advice during rostered shifts. **Visitor Experience and Stakeholder Engagement** • Contribute to the delivery of a welcoming and engaging visitor experience through support of events, programmes, community engagement activities, volunteer support and partnerships. • Support engagement with Mana Whenua, volunteers, community groups, concessionaires and other stakeholders. **Continuous Improvement** • Analyse operational issues, visitor trends and feedback to identify service improvements and operational efficiencies. • Contribute to the development and implementation of procedures, service standards and initiatives that improve visitor experience, staff safety and operational effectiveness. **Organisational and Health & Safety Responsibilities** • Demonstrate Auckland Council's Charter and Behaviours in all aspects of work.

Auckland Council behaviours









	• Promote a safe and healthy workplace by meeting responsibilities under Auckland Council health, safety and wellbeing policies and procedures.

Outcomes	• Safe, efficient and customer-focused visitor services delivery. • Effective coordination of Visitor Centre operations across a seven-day roster. • Consistent senior operational oversight during peak visitation periods. • Timely and appropriate management and escalation of visitor incidents and safety risks. • High-quality administration of bookings, permits, retail and visitor service processes. • Accurate and effective workforce rostering that maintains service continuity. • Improved capability, confidence and consistency within the frontline visitor services team. • Positive visitor experiences and high standards of customer service. • Strong compliance with health, safety and operational procedures. • Continuous improvement of visitor service systems, processes and operational effectiveness. • Effective engagement with visitors, volunteers, Mana Whenua and community stakeholders. • Accurate incident reporting and operational record keeping. • Enhanced staff wellbeing through appropriate operational support and incident management. • Consistent delivery of public programmes, events and visitor engagement activities. • VSR's are supported to build relationships with Mana Whenua • Quality relationships maintained internally and externally with a positive profile for Auckland Botanic Gardens and Auckland Council. •

Key skills	• 3-5 yrs experience in a visitor service or customer engagement role • NCEA Level 2 minimum. Level 3 preferred. • Ability to coordinate daily operations in a busy public-facing environment. • Sound judgement and decision-making in response to incidents, safety issues and competing priorities. • Incident management, conflict resolution and de-escalation skills. • Strong organisational and rostering skills, with the ability to plan resources and maintain service continuity. • Ability to coach, support and influence others without formal supervisory authority. • Effective verbal and written communication skills. • Strong stakeholder relationship management skills. • Well-developed administrative, financial and record-keeping skills. • Ability to analyse issues, identify trends and implement practical improvements. • Ability to work independently and exercise initiative in a dynamic environment. • Strong health, safety and risk management awareness. • Proficiency with business systems, booking systems and Microsoft Office applications. • Interest in plants, horticulture and open spaces. • Ability to work effectively as part of a team, and a commitment to ongoing learning • A willingness to work flexible hours including public holidays and weekends (the role is Wednesday – Sunday).

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Job requirements	• Current NZ Drivers licence

Disclaimer
The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:	**Version date:**

	Job function:	**Job family:**	**Job:**
Job framework			

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