

Customer Service Agent

Kaupapa | Purpose

Provide excellent customer service in every interaction with Holiday Park guests and occupants whilst maintaining up to date booking information on the booking system and sales channels that the park operates through.

Reports to: Holiday Park Operations Manager

Team: Holiday Park

Remuneration: Hourly rate

Date: November 2025

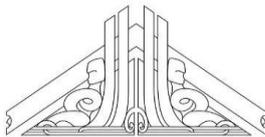
Ngā mahi | Do

Customer Service

- Provide excellent customer service in every interaction with Holiday Park guests and occupants;
- Ensure any maintenance or customer service issues are communicated accurately and in a timely manner to the correct person;
- Contribute to making all guests' stays positive and memorable;
- Resolve complaints and issues with professionally and in line with Rotorua Thermal Holiday Park Policy and Procedure.

Administration

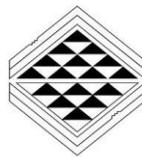
- Maintain up to date booking information on the booking system and sales channels that the park operates through;
- Respond to booking enquiries in a timely manner;
- Miscellaneous administration tasks as required.



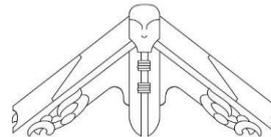
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

Health & Safety

- Incidents/accidents are reported as per policy and procedure and within required timeframes;
- Potential hazards are identified and reported appropriately minimising the risk to guests, staff and students.

Team work and collaboration

- Able to establish and maintain positive working relationships with people at all levels

Note:

The above Key Performance Indicators are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction. The precise performance measures for this position should be discussed between the jobholder and manager as part of the performance development process.

Demonstrate commitment to:

Ākonga at the center through ensuring positive outcomes for ākonga in all aspects of their learning journey.

Te Tiriti o Waitangi and Māori Success by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

Equity by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

Vocational Education Excellence through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.

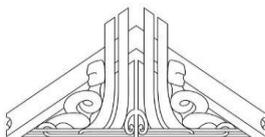
Pūkenga | Have

Qualifications

Essential:

- NCEA level 2

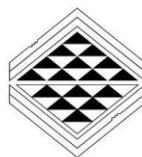
Desirable:



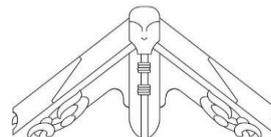
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- Experience in the tourism sector working with online booking systems
- Certificate in Travel and/or Tourism

Knowledge/Experience

Essential:

- Experience in Customer Service; excellent people skills and a positive attitude
- General Administration Experience;
- Experience with Central Reservation Systems
- Proven cash handling and financial reconciliation experience

Desirable:

- Experience in the accommodation sector in a Travel or Tourism environment

Skills and Attributes

Essential:

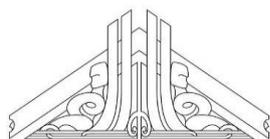
- Excellent oral and written communication skills, particularly at an inter-personal level
- Ability to be self-motivating and able to work independently and as part of a team
- High levels of professionalism, confidentiality, honesty & integrity
- Interest in continued enhancement of personal knowledge and abilities
- PC based computer literacy skills

Desirable:

- Experience dealing with difficult customers

Change to position description

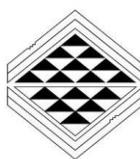
From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.



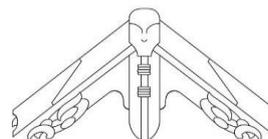
WHANAUNGATANGA



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MANAAKITANGA



KOTAHITANGA

Waiaro | Be

At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.

Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.

Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

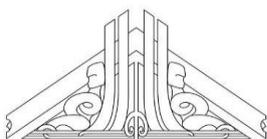
Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

Innovative and impactful: Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākongā, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

Engaged: Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

Self-aware: Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.

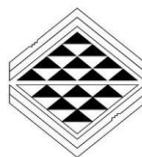
Ngā Hononga Mahi | Working relationships



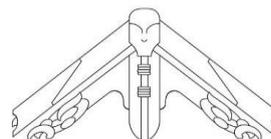
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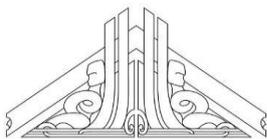
Internal: Holiday Park guests/occupants, Holiday Prak staff and management, Toi Ohomai Facilities staff and management and other Toi Ohomai staff

External: Agents for booking system and sales channels, Local travel and tourism operators, Industry Partners and Suppliers

Resource delegations and responsibilities:

Financial: N/A

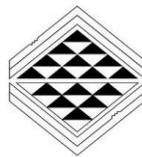
People: N/A



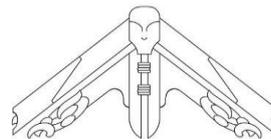
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