

Position description

Position title: Tours Administrator

Position type: Permanent part-time (0.8 FTE/ 32 hours per week)

Location: Zealandia, 53 Waiapu Road, Karori, Wellington

Supervisor: Product Manager – Tours

Purpose of the role

The Tours Administrator supports the effective day-to-day operation of Zealandia’s commercial tours by providing high-quality administrative, booking, rostering, customer service, and operational support. Working closely with the Product Manager – Tours, Supervisor Tours, the wider Tours Team, guides, volunteers, and wider internal teams, the role ensures tours are accurately booked, well communicated, and delivered to a consistently high standard.

The Tours Administrator plays a key role in maintaining clear communication with guests and guides, managing tour inboxes and booking systems, assisting with operational readiness including equipment and cruise operations, and supporting with quality assurance and training administration. This role contributes to excellent visitor experiences and operational efficiency across Zealandia’s tour products.

Like all members of staff at Zealandia Te Māra a Tāne, the person in this role will be expected to actively uphold the principles of Te Tiriti o Waitangi, maintain and promote exceptional health and safety, and support the maintenance of biosecurity in the sanctuary.

Organisation background

Zealandia Te Māra a Tāne is an organisation that cares for a 225 ha world class ecosanctuary in Wellington, New Zealand. We have a 500-year vision to restore a unique forested valley—Te Māra a Tāne. Zealandia’s first generation of restoration effort has resulted in flourishing forests and the establishment of many native species, from hihi to tuatara. Looking forward, Zealandia Te Māra a Tāne’s next generation is focused on [‘Living with Nature—Tiaki Taiao, Tiaki Tangata’](#). *“We connect people with our unique natural heritage, and inspire actions that transform how people live with nature in our cities, towns and beyond”*. This purpose is visible through our leading education, conservation, restoration and engagement activities.

Zealandia Te Māra a Tāne is a not-for-profit organisation, and its conservation, restoration and outreach work is made possible by an award-winning sustainable business model. Funding currently comes from visitors and tours, our café, memberships, grants, sponsorships and donations. Every role in the organisation has some part to play in ensuring our 130,000+ visitors, 500+ volunteers and 18,000+ members are cared for and welcomed into the Zealandia Te Māra a Tāne community.



As an organisation we honour Te Tiriti o Waitangi are on a journey towards learning how this plays out across our work as Tiriti partners. We accord value to te ao Māori (the Māori world), and support mana whenua to fulfil their role as kaitiaki. All staff are encouraged to build capacity and confidence across te ao Māori including te reo Māori me ōna tikanga, and Te Tiriti o Waitangi.

The Zealandia Te Māra a Tāne team

Zealandia Te Māra a Tāne is a medium size organisation, with around 100 people employed in different contexts. We have around 500 volunteers who support all our work. We pride ourselves on exceptional teamwork which is required from all staff, volunteers and members. The dynamic nature of Zealandia Te Māra a Tāne means it is an incredible place to extend and challenge yourself, have real on-ground outcomes for conservation and community engagement, and to be part of a successful team.

Zealandia Te Māra a Tāne is managed by the Karori Sanctuary Trust. To find out more please go to www.visitZealandia.com

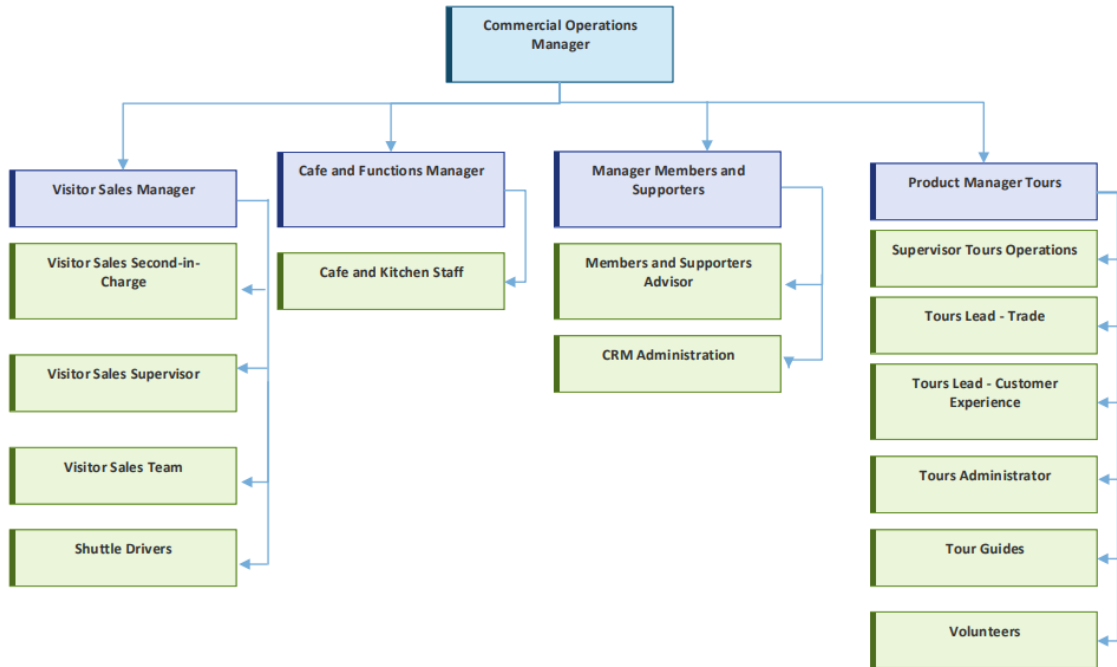
About this position description

As the work and priorities of Zealandia Te Māra a Tāne change over time, so will the requirements of each of its staff. As such, this document is not intended to represent the role that the occupant will perform in perpetuity. This position description is intended to provide an overall view of the role and responsibilities as at the date of approval. The specifics of the role will be reviewed on a regular basis and adjustments may be made to key responsibilities and accountabilities.

This position description details the minimum outcomes required for the position and for employment. Zealandia Te Māra a Tāne is a seven day per week operation. After hours and weekend work will be required from time to time. A non-smoking policy is effective on sanctuary land, with the exception of a designated smoking area.

The Commercial Operations team

The Commercial Operations team is responsible for generating all commercial revenues for Zealandia through attracting visitors to Zealandia, delivering tours, and managing Zealandia's membership program, retail shop and café operations.



Key responsibilities

1. Tours Administration & Operational Support

- Manage the Tours inbox, including monitoring, flagging, sorting and forwarding enquiries as required.
- Respond to customer enquiries via phone and email in a timely, professional and helpful manner.
- Process booking enquiries and make bookings for public, private and trade tours.
- Review upcoming bookings regularly and follow up outstanding payments in line with agreed processes.
- Manage cancellations, waitlists and late changes by communicating clearly with guests and guides.
- Assess refund requests against cancellation policies and coordinate approved refunds as required.
- Ensure tour booking systems are kept up to date and accurate, including deleting outdated waitlists.
- Review tour report forms and promptly action urgent issues including equipment, health and safety matters, and visitor feedback.
- Support daily operational readiness, including charging torches and audio kits and maintaining tea equipment.
- Provide additional operational support on cruise days, including early starts, confirming updates, liaising with the Cruise Assistant, and ensuring guides are present and prepared.
- Share positive visitor feedback with guides and escalate improvement opportunities where appropriate.

Team Communication

- Prepare and distribute the Weekly Tours Newsletter.
- Attend weekly team meetings and prepare meeting minutes.
- Ensure clear and timely communication with guides, Visitor Centre staff, and internal stakeholders regarding tour changes, requirements, and operational updates.

Roster & Guide Coordination

- Maintain the Tours Team master roster, ensuring accuracy and visibility of key dates and operational requirements.
- Assist with maintaining and updating guide rosters, proactively identifying and filling roster gaps as needed.
- Support training administration for new and experienced guides and night guide assistants, including coordination and communication.

2. Projects, Systems & Continuous Improvement

- Contribute to ad-hoc project work
- Assist with coordinating equipment maintenance including fixing broken equipment, ordering supplies, and tracking lost items.
- Support the development of online upskilling modules through administrative assistance as required.
- Update content on the Guide Website as required.

3. Weekend Support

- Provide regular Sunday coverage for the tours inbox, phone enquiries, torch and audio kit charging, and shared kitchen duties in line with a seven-day operation.

4. Health and Safety

- All employees have a responsibility to work towards keeping a safe and healthy work environment by practising safe work methods, identifying workplace hazards and using appropriate safety equipment.
- Adhere to Zealandia Te Māra a Tāne’s code of conduct to support a healthy, safe and enjoyable work environment.
- Ensure health and safety is addressed in day-to-day activities for all staff, volunteers and visitors working in the Commercial Operations team.
- Ensure your workspace is a safe working environment through adherence to the Health and Safety at Work Act 2015 and implementation of Zealandia Te Māra a Tāne’s policies on safety.
- Promptly address any responsibilities assigned to your area by the Health and Safety Officer (these responsibilities are noted above in Section 4, if applicable).

5. Biosecurity

- We have a shared responsibility that the valley is maintained as an environment free of key animal and plant pests, allowing restoration progress to be made against the 500 year vision.

- All employees must take Zealandia Te Māra a Tāne’s biosecurity seriously so the risk of accidental introductions is minimised.
- Ensure all visitors and groups visiting with you adhere to biosecurity processes.

NOTE: the above responsibilities and expectations are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Key relationships

Internal:

- Product Manager – Tours
- Supervisor Tour Operations
- Tours Lead - Customer Experience
- Tours Lead – Trade
- Volunteer Development Coordinator
- Commercial Operations Manager

- Visitor Centre team
- Rata café

External:

- Tourism groups and operators
- Zealandia Te Māra a Tāne members and visitors

Person specification

Skills Attributes

- Demonstrated professional administrative experience in a customer-facing or operational role, with responsibility for managing emails, bookings, records, and competing priorities.
- Highly developed written and verbal communication skills, with the ability to communicate clearly, professionally, and diplomatically with customers, guides, volunteers, and internal stakeholders via phone, email, and digital platforms.
- Experience using CRM systems, booking platforms, shared inboxes, and other digital communication and workflow tools (e.g. Rezdy, Better Impact, Monday.com, or similar), with the ability to quickly learn new systems.
- Strong digital and systems literacy, with confidence managing databases, rosters, newsletters, and operational documentation accurately and efficiently.
- Sound analytical and problem-solving skills, with the ability to interpret information, identify booking or roster issues, and take appropriate action within agreed processes and policies.
- Experience managing bookings, rosters, customer enquiries, or schedules in a fast-paced service environment (desirable).

Personal Attributes

- Demonstrates strong attention to detail and accuracy, with excellent organisational and time-management skills.
- Builds positive working relationships with a wide range of stakeholders, including guides, volunteers, internal teams, and external customers and operators.

- Ability to multitask, prioritise competing demands, and remain calm and pragmatic in a dynamic, operational environment.
- Demonstrates a proactive, solutions-focused mindset and contributes to continuous improvement of systems, processes, and team culture.
- Reliable and self-motivated, with the ability to work independently while recognising when to escalate issues appropriately.
- Customer-focused, approachable, and committed to delivering consistently high-quality customer experiences.
- Comfortable working a regular Sunday to Thursday work pattern as part of a seven-day operation, with flexibility to support operational needs as required.

Current: April 2026