

## Position Description

Title:	Sales Associate	Reports To:	Senior Manager – Tourism & Commercial Events
Directorate:	Enterprise, Finance and Property Services	Direct Reports:	nil
Status:	Permanent, Full-time	Date:	August 2022

### About The Museum

Tāmaki Paenga Hira Auckland War Memorial Museum is New Zealand’s largest museum, caring for more than 4.5 million taonga. We are Auckland's home of commemoration, New Zealand’s oldest research institution, an education facility, and a major tourism destination. We employ approximately 280 people and have over 300 volunteers who kindly donate their time to us.

We offer a rich and fulfilling work life where we embrace diversity and nurture our bicultural capability as demonstrated in our Teu le Vā and He Korahi Māori strategies. We also offer a great range of benefits such as flexible work and leave, Insurances, and an award-winning wellbeing programme.

### Purpose & Context for the Role

As an organisation heavily reliant on rate-payer funding, and with a key driver to create a strong and sustainable foundation, we need to build up our self-reliance and sustainability by generating our own revenue.

As core revenue streams the Museum’s commercial functions must achieve revenue and profitability targets as we drive for increased sustainability.

In order to realise commercial goals, the position of Sales Associate is integral to ensure the efficient performance of the Tourism & Commercial Events team through organisational and sales support.

### Accountabilities

Key Tasks:	Expected Results:
Organisational and Support	<ul style="list-style-type: none"> <li>• Work alongside the Sales Managers and Senior Manager to provide support to the sales process, including but not limited to generating contracts, deposit and post-event invoices</li> <li>• Managing records of payments, and ensuring client’s contractual obligations are met in a timely manner</li> <li>• Assistance with preparing quotes</li> <li>• Attending client site visits when requested</li> </ul>

	<ul style="list-style-type: none"> <li>• Financial system task generating and receipting</li> <li>• Management of the venue booking software and templates</li> <li>• Customer and supplier database management</li> <li>• Data input relating to sales and financial records</li> <li>• Overseeing supplier compliance records and H &amp; S documentation for the department</li> <li>• Market research and analytical reporting to enable development of target markets and sound decision making</li> <li>• Provide cover for team members during periods of absence</li> <li>• Any other projects and duties as requested by the Senior Manager Tourism and Commercial Events or Head of Commercial</li> </ul>
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<b>Important Relationships</b>	
External:	
<ul style="list-style-type: none"> <li>• Prospective clients and existing clients</li> <li>• Catering, audio visual, security and other recommended suppliers</li> <li>• Cultural organisations and societies</li> </ul>	
Internal:	
<ul style="list-style-type: none"> <li>• Finance</li> <li>• Visitor Services</li> <li>• Security, Health &amp; Safety</li> <li>• Brand &amp; Customer Engagement</li> <li>• Building Facilities</li> <li>• IT</li> <li>• Tourism and Commercial Events</li> <li>• Retail Manager</li> <li>• Head of Commercial</li> <li>• Director of Enterprise and Finance</li> </ul>	

## Our Expectations of our People

### **Ensure a healthy and safe work environment**

- Takes reasonable care of their own health and safety and ensures that their actions don't cause harm to themselves or others.
- Complies with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.
- Understands and adheres to emergency and evacuation procedures.
- Speaks up about health and safety matters that could affect them or their workmates
- Actively participates in hazard identification and reporting
- Makes suggestions on how to improve health and safety at work.

### **Cultural awareness**

- Proactive awareness and engagement with a wide range of cultures and associated protocol and traditions within Auckland, with particular reference to the Māori Dimension (He Kōrahi Māori) and Pacific Dimension (Teu le Vā);
- Understands and demonstrates the principles and application of the Treaty of Waitangi and the implications for the work of the Museum.
- Demonstrates a thorough understanding of the Museum's specific obligations in Auckland's cultural landscape and actively contributes to its evolution from a colonial institution to a future museum.

### **Digital capability**

- Almost every role at the Museum depends upon technology to fulfil its purpose, we also use technology to create, store, protect, use, and share our digital assets. All Museum workers are responsible for the appropriate use of technology, compliance with all cybersecurity instructions, and the wellbeing of our digital assets.

### **Develop self for current and future employment**

- Knowledge and skills are developed and maintained for competent performance of current position.

## He Waka Eke Noa – Values & Behaviours

He Waka Eke Noa describes our unique identity and how He Korahi Māori and Teu Le Vā underpin how we think, act, and feel as employees of Auckland Museum. It is a leadership competency framework which sets out how we lead, behave and work with each other, our visitors, and communities.

- Authentic – Understanding our purpose, practicing our values, leading with our hearts
- Customer Centred – Creating memorable positive experiences for each other our audiences
- Respectful – Honouring each other, valuing our differences
- Connected – Connected to each other, our work, and our communities
- Growth Mindset – We treat challenges as opportunities

## Core Competencies Required - Individual

### **Generosity**

- Displays goodwill towards colleagues and assumes the best of them, letting it go with mistakes are made and giving people another chance.

### **Customer-Centred**

- Is always ready to share with and help others, even if they need to go out of their way.

### **Resilience & Optimism**

- Doesn't give up when faced with challenges; remains realistic, and hopeful.

### **Connected**

- Exemplifies a mahi tahi approach and cooperates with others to benefit the whole.

### **Respectful**

- Is committed to divesting themselves of colonial views and interpretations of people and taonga, values indigenous work views and knowledge.

### **Accountable**

- Holds themselves accountable for their performance, is open to feedback and asks for it.

### **Inclusive**

- Respects that people are free to be themselves and express their identities.

## Additional Competencies Required for this Role

Success in this role requires the following additional competencies.

### **Customer Focus (Manaaki)**

- Relates well to all kinds of people and approaches tense situation by keeping the visitor experience in mind.
- Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

### **Drive for Results (Accountable)**

- Prioritises core accountabilities and supports other people to deliver theirs.
- Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.

### **Informing (Collaboration)**

- Freely shares information so that others can participate and make good decisions.

- Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information

### **Problem Solving (Systems Thinking)**

- Avoids blaming others; applies root-cause analysis to understand why a problem occurred.
- Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.

## Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Two-year minimum experience in sales administration, preferably in a hotel or venue. Market research experience would be advantageous.
- Excellent computer skills, including all Microsoft applications (Word, Outlook, Excel and PowerPoint)
- Sound level of numerical and analytical skills and keen eye for detail
- Strong organisational skills and ability to prioritise work according to agreed deadlines and targets
- Exceptional clear written/verbal communication style and problem-solving skills
- Demonstrated high level of commitment to the provision of exceptional service to both internal and external customers
- Ability to quickly assess client's needs and to adapt style to audience
- Exceptional planning / project management skills with ability to gauge wider impact across the organisation
- Ability to establish effective personal and working relationships and contribute to team building
- Ability to work outside of normal business hours, including weekends, evenings, and Public Holidays

## Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Committed to contribute to success of the entire team
- Responsive to multi-cultural needs
- Curious by nature (asks lots of relevant questions)

- Ability to work alone – must show initiative and be self-starting
- Excellent standard of personal presentation and maturity to represent the Museum in a professional manner
- High attention to detail, be reliable, honest and trustworthy with a professional approach
- Desire to work in a fast-paced and lively organisation
- Holds a passion for dynamic museums and for working in a cross functional team environment
- Open to engagement with people from diverse backgrounds
- Committed to our policies relating to gender equality
- A very high level of commitment to the provision of exceptional customer service.

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