

Applicant Information Sheet

2024 DOC Seasonal Recruitment

Work Group:	Visitor Centre, Heritage & Visitor
Role	Ranger, Visitor
Location	Aoraki/Mount Cook National Park
Dates of Employment	October - April
Positions Available	4
Salary	The salary range for this position is \$58,816 to \$66,578 with the starting salary of the successful applicant being based on their relevant skills and experience.

About the Teams

You will be based at Aoraki/Mount Cook National Park working with a small team of 20 permanent staff.

The district operational areas are:

- Visitor Centre; and Community
- Heritage & Visitor
- Search and Rescue
- Local Body Services

The Visitor Centre is a customer focused team, experienced in engaging with visitors; providing excellent customer service; managing the retail business and supporting the Department in the delivery of the Visitor Centre network strategy. They also work closely with other teams including Community, Heritage & Visitor and SAR.

The Heritage and Visitors team primarily looks after front country facilities, campsites, tracks, huts and structures in Aoraki/ Mount Cook National Park. Work involves facilities servicing and compliance, combined with hut servicing, toilet servicing and track work. The work is practical in nature with some visitor interaction.

The Ranger, Visitor role will work across both the Visitor Centre team and the Heritage & Visitor team with approximately 50% of time going towards each team. This brings variety to the role with the focus on customer service and facilities compliance and servicing.



About the Location

The Aoraki/ Mount Cook District covers approximately 70,000 ha and is dominated by the southern alps and the most well-known peak, Aoraki/ Mount Cook. Stretching along the southern alps, north to south, in the west (out to the top of the Tasman Glacier) and out along the Liebig range in the east, all the way out to the headwaters of the Godley River catchment. Other iconic alpine locations are also located in the park including Mueller Hut, Sefton Bivy, Hooker Valley, and Tasman Glacier. The district is popular with climbers, but the Hooker Valley track draws the largest number of visitors, with camping areas being equally popular.

Aoraki/Mount Cook village is small with up to 300 people living here in the summer. Our location is remote with a 70km drive to Twizel and 200km to Timaru. The Village is located in the National Park with stunning surrounding views and great access to alpine terrain.

Key tasks

Visitor Centre

- Providing visitors with regional and local information, including recreational activities; safety messaging; weather conditions; relevant regulations; and conservation stories.
- Communicating with hut wardens and liaising with field staff that manage tracks and huts.
- Facilitating booking services for DOC recreational products such as huts and campgrounds.
- Promoting and selling quality, conservation and recreation related merchandise.
- Administration work, include reconciling daily and weekly banking, data entry, invoicing, and stock control.
- Following of Visitor Centre systems, processes and operating procedures.
- Contribute to a well-presented visitor centre, with shelves stocked, and facilities clean.

Heritage & Visitor

- Daily cleaning and maintenance of campground/ shelters, including toilets and bathroom facilities.
- Engaging with and assisting visitors in a friendly and courteous manner.
- Campsite compliance checks (e.g. ensuring campers have paid their fees).
- Cash handling and use of Eftpos machine for payments.
- Purchasing of facility equipment and supplies via catalogues.
- Identification of health & safety risks and maintenance items.
- Track control and monitoring during closures.
- Following of Heritage & Visitor procedures including; training and competencies.

Capabilities

- Experience working in a visitor centre or similar customer-focussed environment.
- An enthusiasm and active interest in outdoor pursuits and conservation.

- Experience and demonstrated competence in customer service, computer skills, sales and retail.
- Excellent interpersonal and communication skills, team player.
- Ability to clearly convey conservation messaging, product and safety information to our visitors.
- An understanding of recreation and tourism opportunities throughout New Zealand and knowledge of conservation or recreational activities available in the area.
- Ability to maintain high standards while working in a repetitive environment.
- Use of mobile applications to complete work orders and timesheets.
- Experience in track and facility maintenance.
- Current First Aid certificate.
- Current full driving licence.

Additional Information: (eg. Roster / Accommodation)

- Roster will be a rotating 5 days on, 2 days off, and weekend work is required.
- Uniform and personal protective equipment is provided, including footwear as required.
- Rental accommodation will be available in the Village.