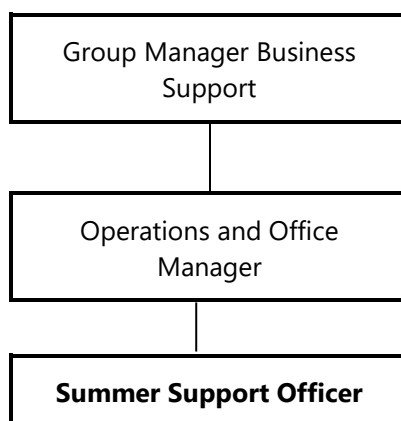


POSITION DESCRIPTION



Job Title:	Summer Support Officer (isite)
Responsible To:	Operations and Office Manager
Responsible For:	Nil Staff
Position Purpose:	This job exists to: <i>"Deliver quality customer service and engagement that supports tourism, summer events, and economic development in Ōpōtiki"</i>
Date:	September 2026

ORGANISATION CONTEXT



IMPORTANT FUNCTIONAL RELATIONSHIPS

External

Residents and ratepayers
Visitors to the region
Tourism Service Operators
Local, regional and national businesses
Service providers
Community Groups
Whanau, Hapu and Iwi

Internal

All staff
Elected Members

KEY RESULT AREAS

The position of **Summer Support Officer** encompasses the following functions or Key Result Areas:

Jobholder is accountable for	Jobholder is successful when
isite Customer Service and Administration • Provide accurate and friendly visitor information, including bookings and ticketing. • Maintain a well-presented Visitor Information Centre that reflects the character of Ōpōtiki • Support the delivery of local events and activities • Maintain constructive relationships with stakeholders, tourism operators, and Council teams.	• Enquiries are answered promptly and accurately, and customer feedback is positive. • Databases are used and information is current and available. • Assistance at events is safe, well-executed, and well-promoted • Tourism and community initiatives are supported.
Economic Development • Support tourism and local business initiatives that contribute to district growth. • Collaborate with operators and stakeholders to promote Ōpōtiki as a destination.	• Tourism operators and businesses engage positively with Council. • Promotional efforts support local economic activity. • Tourism information kept current and accurate
Personal Development • Maintain professional knowledge through training and industry engagement.	• Identify and undertake relevant training to maintain knowledge of allocated tasks.
Health and Safety • Follow Council health and safety policies and procedures. • Promote a safe working environment	• Incidents are reported appropriately. • Safety practices are actively followed.
Civil Defence • Undertake necessary training to ensure preparedness for Emergency Management	Support is provided during an emergency

Other duties expected of position holder:

Undertake any other duties and functions as may be requested of you by your Manager.

Note:

The above performance standards 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.

PERSON SPECIFICATION

- Confident and professional, with the ability to communicate effectively with a wide range of people
- Someone who's enthusiastic about Opotiki and its surroundings
- Able to work flexible hours, including weekends and evenings during events
- Reliable, proactive, able to work independently, and a team player

Key Job Competencies

- Proficient in Microsoft Office and confident using digital systems.
- Demonstrated customer service experience in a public-facing role.
- Works collaboratively and supports others to achieve shared goals

Manager

Date

Position Holder

Date