



Hanmer Springs

Thermal Pools & Spa

Job Description

Job Title: Cashier & Retail Assistant

Reports to: Cashier & Retail Team Leader

About us: Hanmer Springs alpine village, a place where history, wellness and connection come together. Our story is rooted in the rich heritage of our thermal pools and spa, offering a unique experience that promotes relaxation, rejuvenation, and sense of community. Not only is Hanmer Springs Thermal Pools & Spa an exceptional place to visit, but it is also an exceptional place to work with strong Vision, Purpose, and Values.

Our Vision:
To be the most loved and memorable group of experiences in New Zealand

Our Purpose:
To create enriching experiences connecting people to each other and to our place.

Our Values:

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|  Manaakitanga Care |  Rangatiratanga Leadership |  Kaitiakitanga Guardianship |  Whanaungatanga Family |
| People are the heart of our business. Our culture is to care for, respect and value our customers and team members | We will maintain personal integrity and ownership in all actions and decisions we undertake | We will as guardians, conserve and cherish our environment, continually improving our sustainable practices | Our people, community and visitors are family. We will cultivate a sense of belonging, support, collaboration, and teamwork |
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About the role:

As a Cashier/Retail Assistant, you'll play a key role in creating a great first impression for our visitors—welcoming them to the thermal pools and providing up-to-date information about our region.

This is a diverse role covering cashiering, retail sales, and customer information support. As a Cashier, you'll be the first point of contact, ensuring guests are warmly welcomed and can access the complex quickly and confidently.

As a Retail Assistant, you'll use your eye for detail to present clothing, giftware, and souvenirs in a way that meets customer expectations and encourages strong sales.

You'll also support our Information Centre, helping customers plan their visit by offering local knowledge on attractions, facilities, and highlights around Hanmer Springs and the Hurunui region.

Responsibilities:

Be responsible for collecting and balancing the daily revenue.

- To ensure the accurate balancing of the cash till as well as ensuring the daily reconciliations are accurately completed.

Provide a professional sale focused service to all visitors.

- Ensure high standard of presentation.
- Offer efficient and enthusiastic service providing accurate and appropriate product information.
- Have a sales driven approach and actively promote sale of stock items.

Ensure entrance, exit, counter, all visual displays, brochure racks and clothing and souvenir displays remain appealing and functional.

- To ensure each area is presented in a professional manner and that displays are eye catching and practical in their layout.
- Ensure stock rotation of retail items and actively promote the sale of such items through interactive customer service.

Maintain up to date knowledge of sales and be fully informed and confident in selling all entry, reservation and retail items.

- Provide consistent and accurate information to customers.
- Provide sales advice for all items and actively encourage up selling of services and products.

Be responsible for carrying out the day-to-day operational cleaning duties for the reception and gift shop area.

- To ensure such areas are maintained to a high standard of hygiene and cleanliness.
- To ensure daily duties are carried out according to the checklist listed in the Operations Manual.
- To ensure that areas are regularly inspected to maintain general cleanliness.

Be responsible for providing a public relations service to the customers and members of the public.

- In a polite and congenial way both in person and on telephone enquiries.
- To operate the public address system when required.
- To ensure Cashier & Retail Team Leader is made immediately aware of any serious public relations matter.
- Actively provide information and sales assistance for customers seeking information on activities and services within the wider Hurunui area.

To help Cashier & Retail Team Leader carry out various clerical and administrative duties this may include:

- Effective operational filing systems.
- Ensure low stationery stocks are ordered or reported to Cashier & Retail Team Leader as required.
- Assist with the processing of loyalty and membership programs.

Assist with administering first aid treatment as required.

- To administer first aid in a manner that ensures the public's wellbeing.
- To familiarise with contingency plans in the event of a first aid emergency.

Be responsible for the operation of the lost and found property system.

- To ensure the lost property system operates in an efficient and effective manner and to ensure the return of the customer's property.

Be familiar with and carry out duties as requested by the Cashier & Team Leader.

Participate as required as a member of the team in suggesting ideas for improving the services and facilities of the complex.

Candidate Requirements:

- Have a current complete First Aid certificate
- Have a strong understanding of cash balancing and reconciliation systems
- Have strong personal organisation skills
- Have high standards of personal cleanliness and take pride in his/her appearance
- Be Able to work as a member of a team
- Be flexible and adaptable
- Have good interpersonal skills necessary for dealing with the public

Limitations on Authority:

Matters which must be referred to the Café Manager in the first instance will include:

- Serious safety problems
- Maintenance problems, machine breakdowns
- Security breaks
- Health & Safety matters
- Major work problems preventing the performance of listed tasks and responsibilities.