



Hanmer Springs
Thermal Pools & Spa

Job Description

Job Title: YourWave Surf Instructor/Host

Reports to: YourWave Product Manager

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:

 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
			

About the role:

This is far more than a surf instructor position. We are looking for an energetic and charismatic host who can create an unforgettable experience for every guest who visits YourWave.

As the face of the experience, you'll be responsible for welcoming guests, building excitement, sharing the YourWave story, coaching riders of all abilities, and ensuring every person leaves with a smile and memories they'll want to share.

You'll bring enthusiasm, confidence, and positivity to every interaction, creating an atmosphere that is fun, encouraging, inclusive, and memorable. Whether you're greeting first-time riders, coaching experienced surfers, operating the wave, or celebrating someone's achievement, you'll play a key role in delivering an exceptional guest experience from start to finish.

This multi-faceted role combines customer hosting, surf instruction, wave operation, safety management, and guest engagement, making it perfect for someone who loves people, thrives on creating positive energy, and enjoys being at the centre of the action.

Responsibilities:

Reception and bookings

Yours will be the first face the customer sees. This part of the role includes but is not limited to

- Liaising with the customer service team you will be scheduling booking through the day-to-day operations
- Answering telephone email and website enquiries
- Fitting clients into safety equipment
- Briefing clients to assure adherence to strict health and safety requirements

Guest Experience & Hosting

- Create an exceptional first impression and welcoming environment for every guest
- Build excitement and anticipation before each session
- Share the YourWave story and help guests connect with the experience
- Engage confidently with individuals, families, groups and spectators
- Celebrate guest achievements and encourage riders to push their expectations
- Create a fun, energetic and positive atmosphere throughout the entire customer journey
- Ensure every guest leaves feeling valued, supported and excited to return

Instructor

Using your surfing ability, you will take beginners to pros over the course of their session.

- Assisting clients onto their boards and the wave
- Setting clients up to succeed with basic training for first time riders
- Assisting clients onto their boards and the wave
- Advanced techniques for experienced riders new to a standing wave
- Generally giving good vibes, you're pivotal in the rider's experience
- Providing encouragement right until the end, building people up to exceed their expectations
- Ensuring all clients are safe while having a good time

Wave Controller

The only fully customisable wave system in the world, YourWave can control every aspect creating left-hand or right-hand breaks as well as a V formation allowing two riders on the same wave at the same time.

- Controlling the shape of the wave
- Controlling the size of the wave to suit the rider
- Matching the flow to suit both the size and shape of the wave
- Recovering boards and riders as they are washed over the back of the wave
- Encouraging riders to get the most out of their experience
- Ensuring all clients are safe while having a good time

Candidate Requirements:

Creating a positive and memorable experience is our top priority, and we need the following from you to achieve this.

You must be able to:

- Demonstrate your legality to work in New Zealand either with a valid visa, residency or citizenship
- Excellent clear spoken and written English language skills
- Is an exceptional communicator with the ability to connect with people from all backgrounds, age groups and ability levels
- Has a naturally outgoing, energetic and engaging personality
- Loves creating memorable customer experiences and making people feel welcome
- Show prior experience in or prove your ability to learn the relevant computer skills required to manage both our online and in-house booking systems
- Possess excellent time management and organisational skills
- Show initiative
- Operate effectively in situations of pressure
- Have a valid NZ Workplace First Aid Certificate or the ability to obtain one prior to employment
- Be able to work effectively with peers and colleagues as part of a team
- Be flexible and adaptable
- Be customer focused
- Be physically fit, your role will require physical work in an outdoor environment