Hanmer Springs
Thermal Pools & Spa

Job Description

Job Title: Cashier & Retail Team Leader

Reports to: Operations 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:



About the role:

The Cashier & Retail Team Leader leads the Cashier and Retail Assistants to deliver a welcoming, efficient and seamless customer experience across Pools Reception, Information and the Gift Shop. The role combines hands-on customer service and team leadership with responsibility for daily cash handling, reporting, systems, memberships and operational communication.

The successful person will lead by example and reflect our values of Manaakitanga, Rangatiratanga, Kaitiakitanga and Whanaungatanga through warm, respectful service, personal accountability, care for our environment and positive relationships with customers and colleagues.

Key Responsibilities:

Team leadership and training

- Lead and manage the day-to-day operations of the Cashier and Retail teams, ensuring staff deliver a consistently high standard of customer service and sales performance.
- Oversee staff rostering and resource planning to ensure appropriate coverage across operational areas, working with the Customer Sales & Reservations Manager and other Team Leaders to manage staffing requirements and wage costs.
- Oversee timesheet accuracy and approvals, staff inductions, training and ongoing performance development to ensure team members are equipped to meet role expectations.
- Monitor team performance against operational objectives and KPIs, providing feedback, guidance and support to maintain standards and drive continuous improvement.
- Manage day-to-day staffing matters, address performance and operational issues, and promote effective communication, teamwork and positive working relationships.
- Ensure team compliance with company policies, procedures and health and safety requirements, taking responsibility for maintaining standards across the Cashier and Retail areas.

Cash handling, banking and refunds

- Ensure daily revenue is balanced, banking is completed promptly, cash floats are maintained, and change orders and departmental change requests are managed.
- Monitor and investigate discrepancies in daily takings, follow up unbalanced sales transactions, and ensure daily sales information is entered into Accredo with any unders or overs recorded and explained.
- Maintain appropriate security for cash takings and ensure refunds, cancellations and counter payments are processed accurately and in line with agreed procedures.
- Ensure team members understand and follow the correct cash handling, cancellation and refund processes.

Systems, reporting and memberships

- Maintain working knowledge of the division's point-of-sale and booking systems, including IBIS and ELocker.
- Set up and maintain admission, point-of-sale, retail, hire and departures items in IBIS, ensuring correct general ledger codes are assigned; coordinate till button, pricing and discount changes.
- Manage trade and hire booking dates, pool and facility availability settings, and locker system software maintenance.
- Oversee customer memberships, including PoolsPlus, Annual Swim Passes and Resident/Ratepayer memberships, ensuring applications and communications are handled professionally and records remain accurate and up to date.

- Ensure customer numbers are reported daily and information about pool opening hours, maintenance and temporary or unexpected closures is communicated to the public in a timely and professional manner.

Customer experience and day-to-day operations

- Help ensure the customer journey through entry, Information, the Gift Shop and exit is smooth and welcoming.
- Maintain adequate supplies of entry tickets, towels, costumes, stationery, wristbands and other operational items.
- Work closely with the Reservations team and other divisions, sharing information and coordinating group and school arrivals so entry charges are processed promptly.
- Support the team with lost property processes and allocate master keys to new staff and contractors as requested, maintaining an accurate register

Candidate Requirements:

- Strong verbal and written communication skills, with the ability to build positive relationships and handle conflict constructively.
- Leadership skills and the ability to motivate, coach and support a team.
- Sound problem-solving and decision-making skills, with a high level of accuracy and attention to detail.
- Good organisational skills, initiative and the ability to prioritise competing tasks in a busy environment.
- Confident data-entry and word-processing skills, with proficiency in Microsoft Word, Excel and PowerPoint.
- Ability to maintain confidentiality and follow procedures carefully.
- A flexible, adaptable and co-operative approach, with a willingness to help others and work as part of a team.
- A professional presentation and a commitment to providing excellent customer service.

Limitations on Authority:

The following matters must be referred to the Operations Manager in the first instance:

- Serious safety or health and safety concerns.
- Maintenance issues or equipment breakdowns.
- Security breaches.
- Major operational problems that prevent the role’s responsibilities from being carried out.