



Host - Wētā Workshop Tourism

Reports to: Attractions Assistant Manager

Location: Auckland CBD

Wētā Workshop has several tour venues and visitor experiences that offer a chance for visitors to glimpse inside Wētā Workshop. These are an opportunity for visitors to gain perspective and information regarding the vast and successful history of Wētā Workshop.

Key Responsibilities

Your role as a Host will be to guide, inform, enthuse and engage with our guests (from all over the world), while also ensuring their safety throughout the site's tour and retail experiences.

Key Accountabilities & Outcomes

- Delivering a unique guest experience like no other
- Inspire and connect our guests to the creativeness of all that we do
- Hosting events and creative workshops
- Ensure Wētā Workshop's brand is well represented through you and your actions
- Health, safety, and security responsibilities
- Revenue generation through ticket and retail sales
- Follows all health, safety, and well-being rules, procedures, and instructions. Takes reasonable care to look after their own H&S at work and the H&S of others.

Experiences & Qualifications

- Hosting or guiding experience is preferable
- Retail sales knowledge and sales experience including use of POS
- Guest services experience

Skills & Competencies

- Knowledge and passion for movies, physical effects, graphic novels and popular culture in general would be a plus!
- Bonus points for understanding the processes and manufacturing capabilities across an FX facility. (although we are very keen to teach you)

Key Working Relationships

Internal

- Experience Supervisors
- Unleashed Leadership Team
- Other Wētā Workshop Wellington and Auckland Crew members

External

- Guests and 3rd Party Vendors

Change to Job Description

JD Completed on: January 2024 Review Date: January 2025