

About the Services Industries sector

“I love meeting new people every day, being in a team environment and having customers leave with a smile.”

Nikolas, store manager



What's the work like?

It's a great sector for young people. If you enjoy working with people you'll get a kick out of it. Good communication and presentation skills are important. Working in teams and dealing with people means you'll need to speak and listen well to others and relate to people from all walks of life. You'll also be able to pay attention to detail. If you can work out how to handle tricky situations diplomatically, you'll go a long way. Knowledge of New Zealand and local culture and heritage is a real asset. And because employers and customers are keen on people who have the X-factor, a willingness to learn and being passionate about your work is also important.

What's great about this sector?

With skills from this sector you can work and travel the world. You'll mix with and meet plenty of interesting people and you'll be doing work that has lots of variety. There's not much sitting around. In these jobs you're the brand, dealing directly with people. It's easy to work part time in this sector – great if you want to use it to support further study. The skills are transferable. With experience, you can walk in with your CV one day and have a job the next. It can be truly inspirational – from travel to tourism, hairdressing to hospitality, physical fitness to finance services. You're working with and talking to people about how they can achieve their aspirations and make dreams come true. And at the top end, you can earn very good money.

Why is this sector important?

People in this sector are ambassadors for New Zealand. Your actions impact on visitors' experiences and viewpoints about our country. This sector makes up a massive 25 percent of New Zealand's workforce, brings in millions of dollars of overseas currency, and meets the needs and aspirations of thousands of New Zealanders.

Will this sector suit me?

“My workplace is a mountain playground! It’s awesome meeting and talking to lots of different people every day – **most are on holiday and so relaxed so it’s even better!**”

Trevor, lift operator, Remarkables, Queenstown



What qualities will I need?

It’s all about people – doing everything you can to meet their needs and help them live their dreams. Usually you’re working in a community of likeminded people and it can be very social and loads of fun working with people who are creative and entertaining. The work is varied but it can also be hard. There are systems and procedures to conform to and you have to be polite, even when others are grumpy. In some jobs you may need to do shift work or work holidays and weekends. It’s a sector where you can learn and grow at work, with heaps of on-the-job training. Culture and heritage are strong drivers in this sector. And it’s a great sector if you like the idea of travel, because you can take your skills and experience to jobs all over New Zealand and overseas.

What key competencies do employers look for?

Employers will be expecting to match your key competencies to their workplace:

THINKING

- You’ll need to be able to think quickly to respond to customer needs, understand products, and recall information.

RELATING TO OTHERS

- A friendly and professional approach to a wide range of people is required.
- You’ll have great communication skills and be able to relate to people from all walks of life.

PARTICIPATING AND CONTRIBUTING

- You’ll have the opportunity to work in a strong team environment to make a real difference to your customers and add value to your organisation.

MANAGING SELF

- You'll take responsibility for being on time, presenting yourself well, learning from your mistakes, and being willing to listen and learn on the job.

USING LANGUAGE, SYMBOLS, AND TEXT

- You'll be able to use basic maths for accurate sales and stock control, money handling, and weighing.
- You'll be able to read and understand policies and procedures, business documents, and material to develop product knowledge.

Jobs in the Services Industries

“No two days are the same. I like working with customers to help them design a bathroom.”

Merrilyn, showroom manager



WHAT WORK COULD I DO? »

Find out what type of work you could do, and what roles you could end up in if you took the Services Industries pathway.

HOSPITALITY

Bartender, barista, chef, cook, housekeeper, kitchen hand, laundry, maintenance, hotel/motel manager, resort manager, receptionist, waiter/waitress, maître d', event or conference manager.

TRAVEL AND TOURISM

Travel agent, tour bus operator, tour guide, ski instructor, administrator, marketer, salesperson, flight attendant, receptionist, customer services/customer relations, customs and border control officer.

HAIR AND BEAUTY

Beautician, spa or massage therapist, hairdresser, barber, nail technician.

RETAIL

Retail assistant, supermarket assistant, retail store manager, window dresser.

SPORT AND RECREATION

Gym manager, personal trainer, fitness instructor.

OTHER SERVICE INDUSTRIES

Event organiser, writer, journalist, news producer, member of the armed forces (air force, army, navy), advertising copy writer, customer representative, funeral director, printer, film making support, financial services support, legal services support.

What industries could I work in?

Hair and beauty, entertainment, fashion, funeral services, hospitality, finance, media and news, museums and galleries, retail, sport and fitness, theatre and film, travel and tourism.

Where might I end up?

Service may be a step towards other jobs and other sectors over time because the skills you will gain are valuable in many roles. There are really rewarding careers in the services industries. If your dream is owning the best hotel or travel agency in the world, you can get there. You could go on to be a supervisor, manager, adviser, trainer, or own your own business or chain of businesses.

JOB PROFILES FOR THE SERVICES INDUSTRIES SECTOR »

Browse listings of jobs, link to information on the Careers New Zealand website, and see what level of qualification you might

need for different jobs in this sector.

There are a huge number of roles and occupations available in this sector, ranging from entry level through to high level.

NCEA level 2 is the minimum you need for entry level jobs or apprenticeships. This gives you a good foundation in the skills and competencies you will need to go further. For other roles, you'll definitely need to further your education after school by undertaking tertiary study or training on the job.

More information about all the roles listed here can be found on the [Careers New Zealand website](#), along with key information about the job, what it pays, and current opportunities.

To find out the pay, prospects, and study costs of a number of jobs you can also check out the [Occupation Outlook](#).

The asterisks in the following table show the level (or levels) of qualification usually associated with the role.

Sometimes you need a specific qualification to get into a job, but in many areas you can work towards higher qualifications by learning on the job. Check out the [job profiles on Careers NZ](#), or talk to your careers advisor to find out more.

	2	3–4–5	5–6	7	8–10
	NCEA LEVEL 2	TRADE CERTIFICATE	DIPLOMA	DEGREE	POSTGRADUATE DEGREE
Accountant			*	*	
Accounts Officer	*	*	*	*	
Actuary				*	*
Administration Officer	*				
Advertising Specialist			*	*	*
Advertising, Sales and Marketing Manager	*		*	*	*
Aeronautical Engineer				*	*
Aeroplane Pilot			*		
Agricultural Technician				*	
Air Force Airman/Airwoman	*	*	*	*	
Air Force Officer	*	*	*	*	
Air Traffic Controller	*		*		
Aircraft Loader	*	*			
Aircraft Maintenance Engineer		*	*		
Aircraft Refueller	*				
Animal Attendant	*	*			

Archivist					*
Army Officer	*	*	*	*	
Army Soldier	*	*	*	*	
Auctioneer	*				
Auditor				*	*
Baker	*	*			
Bank Worker	*	*			
Barrister				*	*
Bartender	*	*			
Beauty Therapist	*	*			
Bicycle Mechanic	*				
Brewer	*	*	*	*	
Bus Driver	*				
Butcher	*	*			
Buyer	*	*	*	*	
Cafe Worker	*				
Cafe/Restaurant Manager	*	*			
Camping Ground Manager	*	*			
Caretaker	*				
Carpet Cleaner	*				
Cashier	*		*		
Casino Worker	*				
Check-in Agent	*	*			
Chef	*	*			
Chemist				*	*

Cinema Projectionist	*				
Cleaner	*				
Conservator					*
Contact Centre Worker	*				
Cook	*	*			
Courier/Postie					
Curator					*
Customs/Freight Broker	*	*			
Debt Collector	*				
Deckhand	*				
Delivery Driver	*				
Demonstrator	*				
Dietitian				*	*
Diver	*	*			
Diversional Therapist	*	*			
Dog Trainer	*		*		
Driving Instructor	*				
Economist				*	*
Energy Auditor	*	*	*	*	*
Events Manager	*	*	*	*	
Exhibition Technician	*	*	*	*	
Finance Manager			*	*	
Financial Adviser			*	*	
Financial Dealer			*	*	
Fitness Instructor	*	*	*	*	
Flight Attendant	*	*			

Florist	*	*			
Flying Instructor			*		
Funeral Director/Embalmer	*		*		
Furniture Packer/Mover					
Gardener	*				
Geologist					*
Geophysicist				*	*
Graphic Designer			*	*	
Gunsmith	*	*			
Hairdresser/Barber		*			
Health and Safety Adviser	*	*	*		
Health and Safety Inspector		*			
Heavy Truck Driver	*				
Helicopter Pilot			*		
Helpdesk Operator	*	*	*		
Historian				*	*
Hotel Porter	*				
Hotel/Motel Manager	*	*	*		
Housekeeper	*				
Human Resources Adviser				*	
Importer/Exporter	*		*	*	
Industrial Designer				*	*
Service Industries			*	*	*
Insurance Agent	*		*	*	
Insurance Claims Officer	*		*	*	
Insurance Loss Adjuster			*	*	

Jeweller	*	*	*	*	
Journalist	*	*	*	*	
Kitchenhand	*				
Laundry Worker/Dry-Cleaner	*				
Legal Executive	*		*		
Light Technician	*	*	*	*	
Locksmith		*			
Mail Sorter	*				
Maitre d'Hotel	*	*			
Make Up Artist	*	*			
Managing Director/Chief Executive	*		*	*	*
Market Research Analyst	*		*	*	
Massage Therapist	*	*	*		
Media Producer	*		*	*	
Meteorologist				*	*
Model	*				
Mortgage Broker	*		*	*	
Motor Vehicle Salesperson	*		*		
Navy Officer	*		*	*	
Navy Sailor	*	*	*		
Office Manager	*		*	*	
Outdoor Recreation Guide/Instructor	*	*			
Panelbeater	*	*			
Payroll Officer	*		*		
Personal Assistant	*		*	*	

Pest Controller	*				
Pharmacist				*	
Pharmacy Technician		*			
Photographic Developer/Printer	*				
Physicist				*	*
Picture Framer	*				
Private Teacher/Tutor				*	
Production Assistant (Film/Television/Radio/Stage)	*		*	*	
Professional Sportsperson	*				
Project Manager			*	*	
Property Manager		*	*	*	
Public Relations Professional			*	*	*
Purchasing/Supply Officer	*	*	*	*	
Railway Shunter		*			
Real Estate Agent		*	*		
Receptionist	*		*		
Records Adviser		*	*	*	*
Recreation Co-ordinator	*		*	*	
Recruitment Consultant	*	*	*	*	
Retail Manager	*	*			
Retail Sales Assistant	*	*			
Sales Representative	*	*	*	*	
Secretary	*	*	*		
Security Officer/Guard	*	*			
Service Station Attendant	*				
Ship's Master		*			

Ship's Officer		*			
Signwriter	*	*			
Solicitor				*	*
Sports Coach/Official	*		*	*	
Statistician				*	*
Stevedore	*	*			
Storeperson	*	*			
Street/Park Cleaner	*				
Survey Interviewer	*		*		
TAB Operator	*				
Taxi Driver/Chauffeur	*	*			
Technical Writer				*	
Telemarketer	*				
Tour Guide	*	*			
Tow Truck Operator	*				
Train Conductor	*				
Train Controller		*			
Train Driver	*	*			
Trainer			*	*	
Travel Agent/Adviser	*	*			
Typist/Data Entry Operator	*		*		
Tyre Technician	*				
Valuer				*	
Vehicle Groomer/Cleaner	*	*			
Veterinarian				*	
Veterinary Nurse	*		*		

Visual Merchandiser	*		*	*	
Waiter/Waitress	*	*			
Watchmaker and Repairer	*	*			
Window Cleaner	*				
Workplace Relations Adviser	*	*	*	*	