



## **TENTERFIELD VISITOR INFORMATION CENTRE**

### **Volunteer Position Description**

**July 2015**

#### **Position Overview:**

To be ambassadors for the region, through welcoming visitors to the centre and providing them with accurate information on Tenterfield and district, as well as providing assistance with the day to day operations of the centre and enhancing the visitor experience of the region.

#### **Key Duties:**

- Welcome visitors – respond in a friendly, efficient and unbiased manner to all visitors into the centre
- Answer telephone enquiries – respond to all telephone enquiries in an efficient and courteous manner
- Ensure that knowledge and information provided is accurate and current
- Stock and monitor pamphlets and information
- Accurately record and collate visitation statistics to the centre on a daily basis
- Respond to requests for information by packaging and preparing for post
- Assist staff with mailouts and recording outgoing mail
- Attend regular volunteer familiarisation programs
- Attend volunteer training programs as required
- Carry out opening and closing procedures as required
- Follow Tenterfield Shire Council's policies and procedures

#### **Desirable skills and knowledge:**

- Enthusiasm and a genuine desire to promote the region
- Knowledge of and/or willingness to learn about the local area
- Ability to communicate clearly, both in person and on the phone
- Excellent customer service skills
- A professional and friendly approach
- Neat and tidy appearance
- Computer skills preferred – Word, Excel, Internet and Email
- Basic office skills – use of telephone, photocopier etc.
- Ability to work as part of a team

### **Time Commitment:**

Volunteering opportunities are available on a daily, weekly and monthly basis, including half and full days. The visitor information centre is open 7 days a week (excluding Christmas Day), and shifts are of a 4 hour or 7 hour duration.

Half Day:

- 9.00 am to 1.00 pm
- 1.00 pm to 4.30 pm
- 10.00 am to 2.00 pm (Sunday)

Full Day:

- 9.00 am to 4.30 pm

### **Organisational Relationships:**

Reports to: Tourism Officer, Tenterfield Shire Council

Based: Tenterfield Visitor Information Centre  
157 Rouse Street, Tenterfield

Internal: Liaise and communicate with:  
Tourism Officer  
Senior Economic Development Officer  
Other volunteers  
Other Tenterfield Shire Council staff

External: Liaise and communicate with:  
General Public – including visitors and local residents  
Business Operators  
Staff and volunteers at other regional visitor information centres

### **Volunteering environment**

It is reasonable for Council to expect that volunteers will only act within their area of responsibility and competence and will not exceed their authority to act on behalf of the program in which they are involved. It is also expected that volunteers will follow any lawful directives given by Council staff. Grievance procedures for volunteers will apply as for employees as set out in the Grievance and Dispute Procedure Policy.

In the event that a volunteer has an issue with another staff member or volunteer, they should address the problem as soon as possible, by contacting the Tourism Officer. If the Tourism Officer is not available, they may contact the Senior Economic Development Officer.

### **Benefits of becoming a volunteer:**

- Training, including familiarisation tours to accommodation and tourism operators in the area
- Increased awareness and knowledge of the tourism industry
- Opportunities to meet new people
- Acquisition of new and useful skills
- Learning more about your local area
- Satisfaction of doing something for the community
- Pleasant and fun working environment

**Volunteering Conditions:**

- Activities conducted under the umbrella or auspice of the Visitor Information Centre’s management are covered by Tenterfield Shire Council’s Insurance.
- Tenterfield Shire Council is committed to providing a safe and healthy work environment to prevent injury and illness.
- Volunteers must take reasonable care not only to their own health and safety, but also to that of fellow volunteers, workers and others at the workplace.
- Any incident must be reported as soon as possible, in writing, with full details. Incident forms are available at the Centre.

**Punctuality and reliability:**

In the interest of providing efficient service, volunteers must be punctual. In the event of unexpected unavailability, volunteers should notify the Tourism Officer as soon as possible, so that arrangements for relief staff can be made.

If a volunteer is planning to take leave, they are requested to notify the Tourism Officer so rosters can be adjusted accordingly.

**Rights and Responsibilities:**

<b>TENTERFIELD SHIRE COUNCIL RESPONSIBILITIES:</b>	<b>VOLUNTEER RESPONSIBILITIES:</b>
<ul style="list-style-type: none"> <li>• To treat volunteers with respect and fairness</li> <li>• To provide suitable assignments and tasks</li> <li>• To provide appropriate orientation and training</li> <li>• To provide sound guidance and direction</li> <li>• To listen to suggestions</li> <li>• To provide opportunities for volunteering satisfaction</li> <li>• To provide appropriate equipment to assist volunteers to carry out tasks required</li> <li>• To provide a safe working environment</li> <li>• To release inappropriate volunteers if necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Be punctual and reliable</li> <li>• Be professional and conscientious in volunteering performance</li> <li>• Continue developing knowledge of the region</li> <li>• Be enthusiastic, honest and loyal</li> <li>• To present a neat and tidy appearance while on duty</li> <li>• Follow instructions from Council staff</li> <li>• Adhere to workplace health and safety regulations and requirements</li> <li>• Attend training sessions and familiarisation trips.</li> <li>• Attend induction session as organised by Tenterfield Shire Council</li> </ul>

*Please note: Engagement and service as a volunteer with the Council will not be construed as providing any access to, or right for consideration for, future paid employment with Council.*

**ACKNOWLEDGEMENT:**

I hereby acknowledge that I have read, understood and agree to the duties and responsibilities of a volunteer as outlined in the position description.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

<b>OFFICE USE:</b>	
Approved: _____	Date Met: _____