

VOLUNTEER POSITION DESCRIPTION



Title:	Volunteer Visitor Centre
Reports to:	Visitor Services Officers and Visitor Experience Coordinator
Location:	Shepparton
Volunteer Name:	

PURPOSE

To provide assistance relating to the operation of the Visitor Centre, and the collecting, collating and dispensing of tourist and visitor information to enhance Greater Shepparton's tourism profile.

HOW YOU CAN HELP

Assist the Visitor Services Officers by:

- Assisting with the day to day operation of the Visitor Centre
- Providing quality customer service to external and internal customers
- Providing comprehensive information to satisfy visitor enquiries
- Providing positive and enthusiastic representation of Greater Shepparton City Council, the destination, business and community to internal and external customers
- Cash transactions for the sale of souvenir collateral
- Maintenance of the Visitor Centre to ensure it remains clean and tidy
- Recording daily enquiries, undertaking surveys of visitors and collection of other tourism data as required
- Collation of collateral for conferences, events and general mail-outs
- Staffing of off-site booths at Greater Shepparton events
- Other duties as identified by staff and delegated accordingly

OTHER INFORMATION

- Visitor Centre volunteers are required to participate in an induction program and ongoing training to enhance skills and knowledge.
- Volunteers are required to follow all relevant Council policies and procedures including but not limited to;
 - Employees Code of Conduct
 - Prevention of Harassment, Discrimination, Bullying and Occupational Violence policy
 - Social Media for Staff and contractors
 - Preventing Sexual Harassment in the Workplace

WHAT WE ARE LOOKING FOR

- Excellent communication skills
- Experience in and/or passion for the provision of excellent customer service
- The ability to work in a team environment
- Knowledge or the ability and desire to gain knowledge of the Greater Shepparton region
- Administration skills
- Computer skills including Internet searches
- Police check

OCCUPATIONAL HEALTH AND SAFETY

All volunteers are responsible for adhering to the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Demonstrate a commitment to effective risk management and minimisation.
- Take reasonable care for your own safety and that of others.
- Obey all instructions from your Supervisor to protect your own personal health and safety and that of others.
- Actively participate in OH&S, safety training and awareness programs.
- Follow and encourage adherence to Safe Working Procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Use safety devices and personal protective equipment correctly and when required.
- Report any incidents, near misses or safety hazards to your Supervisor.
- Ensure you do not endanger any other person through any act or omission.
- Ensure you are not affected by the consumption of alcohol, drugs, illness or fatigue as to endanger your safety or that of others.

RISK MANAGEMENT

Be aware of relevant emergency management procedures for the Visitor Centre and your role as a volunteer in the unlikely event of an emergency.

Attend any compulsory training sessions and induction sessions to ensure you are aware of emergency management and risk procedures.

Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.

**Respect first,
always**

We are attentive, listen to others and consider all points of view in our decision making.

**Take
Ownership**

We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.

**Courageously
Lead**

We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.

**Working
Together**

We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.

**Continually
Innovate**

We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.

**Start the
Celebration**

As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

ACCEPTANCE AND AUTHORISATION

Volunteer

I have read and understood the requirements and expectations of the position description.

Employee Name: _____

Signature: _____

Date: _____

GSCC Representative

By signing below the GSCC Representative indicates their agreement with and approval of the position description.

Authorising Officer Name: _____

Position: _____

Signature: _____

Date: _____