

city of
Victor Harbor



CITY OF VICTOR HARBOR

ROLE DESCRIPTION

POSITION:	Visitor Information Centre Volunteer
RESPONSIBLE TO:	Coordinator – Visitor Information Centre
APPROVED BY:	Director of Planning & Regulatory Services

ROLE OBJECTIVE

- To represent the City of Victor Harbor to promote local and regional tourism opportunities and its attributes in a positive manner.
- To provide excellence in customer service to residents and visitors to the Victor Harbor and Fleurieu Peninsula region.
- Issuing appropriate visitor information in a professional, accurate and friendly manner to a diverse range of visitors.

ORGANISATIONAL RELATIONSHIPS

REPORTS TO: Coordinator – Visitor Information Centre

INTERNAL LIAISONS: Tourism staff including other volunteer staff, City of Victor Harbor staff and Elected Members.

EXTERNAL LIASONS: Local, State and International visitors, residents, tourism and local business operators.

Volunteers work as part of the City of Victor Harbor Tourism Volunteer Team.

TRAINING

Volunteers will receive introduction and ongoing training to keep up to date with changes that occur frequently in the Visitor Information Centre:

- Orientation
- Buddy training for 1-2 months
- Ongoing on the job training
- Famil programs consisting of up to 2 trips per year
- Attendance at Volunteer Meetings where required
- Weekly Visitor Centre Update Newsletter
- Monthly Volunteer Newsletter
- There is a requirement to undertake 20 hours training per year.

EXTENT OF RESPONSIBILITIES

Whilst on duty, volunteers are responsible for being ambassadors for the City of Victor Harbor and Fleurieu Peninsula.

Volunteers will:

- Provide a warm, friendly and sincere welcome to visitors to the City of Victor Harbor and the Fleurieu Peninsula, thus enticing visitors to stay longer in our region.
- Maintain a high level of confidentiality at all times, respecting privacy of local business operators, fellow volunteers, the City of Victor Harbor and its staff.
- Develop knowledge base and respond to visitors in a timely manner, using the full extent of resources available.
- Assist visitors with all inquiries in an unbiased manner.
- Answer the telephone promptly and politely.
- Provide details of availability each month for roster.
- Be able to commit to regular shifts (4-6) each month.
- Show a willingness to participate in tasks as requested by the Centre Coordinator.
- Process merchandise sales when items are sold, by operation of computer POS system.
- Ensure the counter and display area is kept neat and tidy and replace brochures and merchandise as needed.
- Attend planned familiarisation tours, training sessions and meetings as organized by the Centre Coordinator to keep up to date with changes that occur through the Tourism industry.
- Wear and care for the prescribed uniform and identification badge provided, whilst on duty as per personal grooming in the Tourism Handbook.
- When on duty at the Visitor Information Centre wear the uniform as provided and keep it maintained and wear name tag at all times whilst volunteering.
- Refer any inquiries beyond general visitor enquiries (school groups, conferences, business advertising and business enquiries etc) to the Centre Coordinator.
- Take detailed messages including name and telephone number of persons delivering brochures or leaving messages for staff or fellow volunteers.
- Accurately record and maintain entries on to the daily Statistics Sheet.

SKILLS AND KNOWLEDGE

Volunteers should have:

- Excellent customer service skills and a strong customer orientation.
- Knowledge and advanced skills of operating a computer. Instructions and training will be given in dedicated programs used in the Centre.
- A desire and willingness to learn more about the local, regional and state tourism industry.
- Ability to effectively communicate, interact with and respond to visitor inquiries in person and by phone – local and international visitors.
- Willingness to undertake training and induction programs as required, to ensure adequate knowledge of the Centre and the industry it supports.
- The ability to operate in a manner that reflects the goals of the City of Victor Harbor and tourism industry.
- Flexibility and ability to adapt to changes within the Centre and Tourism.
- Reliability and punctuality is required for attending duty at the Centre.
- A polite, happy and friendly disposition and ability to meet and greet visitors.
- The ability to work as a Team member within a highly committed team.

ADDITIONAL INFORMATION**Shift Commitments:**

- Individuals interested in becoming a volunteer at the Victor Harbor Visitor Information Centre must be able to commit to a minimum of four shifts per month.
- The frequency of shift is a minimum of 4 per month with the duration of shifts being four (4) hours (some weekend shifts may be required).
- The shift times are from 9.00am – 1.00pm or 1.00pm – 5.00pm.

Occupational Health and Safety (OH&S)

- Under the terms of the Occupational health, Safety & Welfare Act, you must follow all established practices, procedures and instructions of Council which apply to the tasks you have volunteered to perform and described in the City of Victor Harbor's Occupational Health & Safety manual.
- Should any injury occur to you while you are acting as a volunteer of Council you must notify your Centre Coordinator immediately, or as soon as practicable.

Insurance

Council has Public Liability Insurance and limited personal accident insurance cover for volunteers. This is only effective when assisting in approved voluntary activities and when the terms and conditions of the policy/s are met.