
POSITION DESCRIPTION – VISITOR SERVICE VOLUNTEER

Division: South Burnett Regional Council/South Burnett VIC Network

Business Unit: Economic Development

Position Title: Visitor Services Volunteer

POSITION OVERVIEW

The South Burnett is a premier tourism destination, with over 50,000 visitors a year to the region. The South Burnett is home to five accredited Visitor Information Centres: Blackbutt, Nanango, Kingaroy, Wondai and Murgon.

Visitor Services volunteers are the first point of contact for many visitors arriving to the South Burnett and provide excellence in customer service by using unbiased, appropriate, current and up-to-date visitor information on the South Burnett region, in a professional and friendly manner, both in person, by email and by phone.

KEY RESPONSIBILITIES

1. Help staff the five Visitor Information Centres, being the first point of contact for South Burnett visitors.
2. Attend to telephone and walk-in enquiries in a friendly and professional manner, and refer non-visitor enquiries to the appropriate departments.
3. Collect accurate and detailed statistical information as required.
4. Attend organised familiarisation (Famil) tours, South Burnett Unpacked events and other volunteer related events including volunteer training and team meetings as organised by South Burnett VIC Network staff.
5. Adhere to the South Burnett Regional Council's and the VIC Network's volunteer procedures and Code of Conduct.
6. Stock and monitor pamphlets/brochures and information.
7. General housekeeping duties like emptying bins, cleaning up kitchen areas, sweeping/vacuuming floors etc.
8. Respond to requests for information via email or telephone by packaging/preparing information for posting.
9. Selling merchandise, local products, arts and gifts.
10. Where possible assisting with the booking of accommodation for visitors via the telephone.
11. Adhere to and follow instruction by completing tasks set by the Network staff and when required to assist in the day to day operations of the Visitor Information Centres.

KEY SELECTION CRITERIA

1. A passion for, and some knowledge of the South Burnett region and its tourism industry.
2. Excellent communication and customer service skills in order to provide outstanding customer service to visitors in the Centre, by email and by telephone. Also with other team members like staff and fellow volunteers.
3. The ability to safely participate in the duties and responsibilities of the role.
4. Working knowledge of computers including Microsoft Office suite, Internet and Emails. *Knowledge in how to use iPads/tablets would be helpful.
5. Cash handling skills.
6. Some background in a retail environment will be highly regarded.
7. Ability to work as part of a team.

ROSTERING

Volunteers are the primary point of contact at South Burnett VIC's. To ensure Centres are adequately staffed and volunteers both retain and update their product knowledge, volunteers should be available for a minimum of one 4 hour shift per week at the Centre.

These shifts cover 7 days a week. Centres are CLOSED on the following days; Christmas Day, Boxing Day, New Year's Day, Good Friday and ANZAC Day.

Shifts are rostered within Centre opening times:

9am to 4pm (Monday- Friday)

9am to 1pm (Weekend and Public Holidays)

For Centres to be adequately staffed and security reasons, there needs to be at least 2 volunteers on the roster in the mornings, afternoons and weekends. Some volunteers may choose to work all day. Check with staff on the times and days available for shifts.

ADDITIONAL NOTES

1. Volunteers may be required to undergo a police check via a Blue Card – working with children/young people check
2. Volunteers may be asked to assist with festivals and events.
3. Volunteers are supplied with a uniform and must ensure they present a professional image.
4. Centre's accept Centrelink program volunteers.
5. Appointment as a volunteer is subject to a three-month probationary period.
6. Engagement and service as a volunteer with the South Burnett Regional Council and South Burnett Visitor Information Centre Network will not be construed as providing any access to, or right for consideration for, future paid employment with Council.

UNIFORM

Volunteers will be provided with a shirt/polo top, name lanyard/badge. This shirt can be worn with smart casual bottoms, which can include quality denim, black, navy pants, reasonable length skirts and or shorts, that must be clean and presentable at all times. During the cooler month's volunteers are supplied with a vest that can be worn over supplied shirt.

***Closed in shoes are to be worn when working in any of the Centre's.**

PLEASE NOTE: *Supplied uniform items remain property of the South Burnett VIC Network and must be returned, clean and in good condition upon your departure from the South Burnett VIC Network.*

CONTACT

Blackbutt Visitor Information Centre

Les Muller Park, Hart Street,
07 4189 9236
blackbuttvic@southburnett.qld.gov.au

Kingaroy Visitor Information Centre

128 Haly St,
07 4189 9172
kingaroyvic@southburnett.qld.gov.au

Murgon Visitor Information Centre

Lamb St, Murgon
07 4189 9387
murgonvic@southburnett.qld.gov.au

Nanango Visitor Information Centre

South Burnett Energy Centre, 41 Henry St,
07 4189 9446
nanangovic@southburnett.qld.gov.au

Wondai Visitor Information Centre

South Burnett Timber Museum, 80 Haly St,
07 4189 9251
wondaivic@southburnett.qld.gov.au

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: _____

OFFICE USE – Once volunteer has been approved.

Name: _____

Signed: _____ Date: _____