



South Gippsland
Shire Council

Position Description

Title:	Visitor Information Centre Volunteer
Classification:	Volunteer
Department:	Arts, Culture & Capability
Directorate:	Empowering Communities
Reports to:	Senior Visitor Economy Officer/Tourism Information Officer
Internal Liaisons:	All Council staff including senior leaders
External Liaisons:	Residents, visitors, community groups, contractors, local tourism associations, local businesses, other local government organisations



Accountability



Customer Focus



Excellence

Our values – Accountability, Customer Focus and Excellence – are present in everything we do and how we do it. With a renewed focus on innovation and collaboration, performance excellence and a belief that teams can achieve amazing things, there is a lot to look forward to.

Position Description

Position purpose

Work with South Gippsland's Visitor Information Centre team to provide excellence in customer service and visitor information on the South Gippsland region.

Key responsibilities

- Promote South Gippsland visitor experiences
- Greet customers and attend to enquiries in a polite and professional manner
- Restock and bundling of brochures
- Administration tasks as directed by Officer on duty
- Attend organised familiarisation tours
- Attend volunteer training as required

Qualifications, Experience and Background Checks

- Satisfactory Police Check.
- Current Working with Children Check

Key selection criteria

- A passion for, and some knowledge of South Gippsland visitor experiences and its tourism industry.
- Customer service skills
- Good written and oral communication skills
- Commitment to safe working procedures
- Ability to work independently and in a team environment
- Time commitment of minimum one shift per week

Health, Safety and Wellbeing Responsibilities

- Demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided and improve work practices to reduce risk.
- Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation.
- Act in accordance with Council and Management policies, relevant legislation and Council's Code of Conduct.
- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Understanding of, and commitment to implement gender equality, diversity and inclusion, and health, safety and wellbeing.
- Contribute to emergency management activities when required and directed. Note, this may require after hours work to be undertaken.
- Council is committed to safeguarding children, and our role in upholding the Child Safe Standards under the Child Wellbeing and Safety Act (2005). By taking up your role at Council, you must also model this commitment in all that you do.

Inherent physical and psychological requirements

- Ability to communicate clearly face to face, over the phone and through written communication.

Position Description

- Ability to lift, bend and twist whilst packing and unpacking equipment.
- Ability to actively participate in physical activities including standing, sitting, walking, kneeling, squatting, reaching above shoulder and repetitive arm movement.
- Willingness to work in building a positive team environment.

Accountability and Extent of Authority

- Performs broad tasks utilising a range of basic skills
- Routine supervision – individually or team environment.
- Specific guidelines including exercise of discretion in the application of established practices and procedures.
- Accountable for the quality of own work.

Judgement and Decision Making

- Routine work and clearly defined.
- Can involve use of limited range of tools, techniques and methods within specific range of work.
- May resolve minor problems related to immediate work task.

Specialist Skills and Knowledge

- Assist skilled employees.

Interpersonal Skills

- Oral communication skills and where appropriate written skills with clients, public and employees.