**Position Description**

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| **Posi**tion **Title** | Visitor Information Centre Volunteer |
| **Position No** |  |
| **Directorate** | Planning & Environment |
| **Department** | Economic Development & Tourism |
| **Unit** | Tourism - Visitor Information Centre |
| **Appointment Type** | Volunteer |
| **Classification** | Volunteer |
| **Location** | The Macedon Ranges Visitor Information Centres are located in Woodend & Kyneton. Woodend is open 7 days a week from 10.00am to 4.00pm. Kyneton is open Friday – Sunday from 10.00am to 4.00pm.  |
| **Date**  | September 2023 |
| **Manager Organisational Development** | Signature |
| **Employee - Print Name** | Signature |

Position Objective

The aim of a Macedon Ranges Shire Council volunteer is to:

* Provide efficient, effective and comprehensive information services for visitors, local tourism businesses and the community.
* Represent Macedon Ranges Shire Council and to promote local and regional tourism options in a fair and positive manner.
* Provide excellence in customer service to a diverse range of visitors.

Organisational Values

Macedon Ranges Shire Council is committed to an organisational philosophy in which respect, care, honesty & openness are core values & responsibility, accountability and confidentiality are aspired to at all times.

Key Responsibilities and Duties

Macedon Ranges Shire Council will actively engage with volunteers and provide the necessary support framework and resources to enable volunteers to undertake their required duties. Volunteers will be required to:

* Welcome visitors to the Macedon Ranges and efficiently provide comprehensive information to visitors and the community regarding the Macedon Ranges and surrounding regions in an unbiased, professional, accurate and friendly manner.
* Respond to incoming phone enquiries in an informative and timely manner.
* Carry out opening and closing routines at the Visitor Information Centres.
* Assist visitors with accommodation enquiries and availability.
* Accurately record and collate visitation statistics to the Centre on a daily basis.
* Assist the Tourism Officer in maintaining stock of brochure and display materials.
* Respond to requests for information by packaging and preparing for post.
* Continually update knowledge of regional businesses and actively promote all local tourism products (attractions, events and businesses).
* Actively participate in annual volunteer events, volunteer meetings and training calendar (minimum attendance applies).
* Assist with mentoring and training of new volunteers.
* Work co-operatively with Tourism Officers to ensure service levels are maintained and to ensure the continued efficient operation of the Centres.
* Cash handling involving selling a range of merchandise.
* Special projects by agreement depending on individual volunteer skills, experience and interests.

Occupational Health and Safety and Risk Management

* Create, maintain and foster a safe work environment at all times.
* Perform all duties in a manner that ensure personal health and safety, and that of others in the workplace and the general public.
* Regularly inspect own immediate work environment and report all hazards or incidents that can cause harm or that represent a threat to public safety
* Ensure you follow safe work practices, procedures, instructions and rules at all times and report potential breaches.
* Ensure compliance with the provisions of the Occupational Health and Safety Regulations at all times.
* Ensure that identified risks are reported to line managers and identified risk reduction strategies are implemented.
* Ensure compliance with Council’s Occupational Health & Safety and Risk Management Policy and Procedures.

Record Keeping

This position is responsible for ensuring that records are created which will adequately document the business activities in which they take part, and that the records created and received are captured into the appropriate and authorised recordkeeping systems in accordance with records management policy.

Organisational Relationships

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| --- | --- |
| **Reports to** | Tourism Officer |
| **Supervises**  | N/A |
| **Internal Contacts** | Economic Development&Tourism Department Staff |
| **External Contacts** | General Public / Businesses |

Accountability and Extent of Authority

Maintain a high level of confidentiality at all times, respecting privacy of local business operators, fellow volunteers and Macedon Ranges Shire Council employees.

Specialist Knowledge and Skills

Macedon Ranges Shire Council will engage with volunteers to best utilise their knowledge and skills in the course of their duties at the Visitor Information Centres. Volunteers are required to possess the following:

* Sound customer service skills and an interest in developing these further.
* Some basic knowledge of the local area (desirable but not essential as on-the-job training will be provided).
* Basic computer and internet searching skills are preferred and a willingness to undertake training.
* Interest in and ability to interpret a range of tourism related material to provide relevant responses to visitor enquiries, and an interest in developing this further.

Interpersonal Skills

* Reliability and punctuality is required when on duty at the Visitor Information Centre.
* Working as part of a team.
* Sound attention to detail.
* Excellent verbal communication skills.

Additional Requirements

Volunteers are required to:

* Complete a minimum of one shift per fortnight. The shift times are from 10.00am – 1.00pm or 1.00pm – 4.00pm.
* Be willing to wear a uniform and name badge whilst on duty.
* Participate in the annual volunteer events and training calendar (minimum attendance applies).

Selection Criteria

1. Relevant experience in visitor servicing, tourism, customer service or related field is preferable.
2. Basic computer skills are preferred with a willingness to learn and use the internet.
3. Must be able to commit to a minimum of one shift per fortnight. The shift times are from 10.00am – 1.00pm or 1.00pm – 4.00pm.
4. An intention to spend at least twelve months as a volunteer
5. Participation in the annual volunteer events and training calendar (minimum attendance applies).
6. Willingness to undertake a National Police Check.

**Note: Appointment is subject to the successful completion of this check.**

Conditions of Volunteering

The Macedon Ranges Shire Council Code of Conduct applies to all staff and volunteers alike. Volunteers should familiarise themselves with this Code and ensure its provisions are observed and adhered to.

You will be responsible for the duties as outlined in this position description and any such duties, which could be reasonably asked of a person in this position, as designated to you by your supervisor.

Canvassing of Councillors and Council Officers
When applying for a volunteering position, Canvassing of Councillors and Council Officers, either indirectly or directly that may influence the outcomes of the application may be deemed a disqualification.

Additional Information

While you are assisting Macedon Ranges Shire Council in the above mentioned duties, you will be covered for Public Liability Insurance.

While acting as a Volunteer, a limited personal accident insurance cover will be affected by Council subject to the terms and conditions of the Local Government Personal Accident and Corporate Travel Insurance Policy. A copy is available to view on request.

Should any injury occur while acting as a Volunteer of Council you must notify your supervisor immediately or as soon as is practicable.

Any incident which occurs**,** in which injury or property damage to other parties may arise**,** must be reported immediately or as soon as is practicable to your supervisor.

Under the terms of the Occupational Health and Safety Act 2004 and Occupational Health and Safety Regulations 2007, you must follow all established practices, procedures and instructions of Council which apply to the task you have volunteered to perform.

Volunteers are expected to follow policies and procedures for the Visitor Information Centre as outlined in the Operations Manual.

If you have any queries, please contact a Macedon Ranges Shire Council Tourism Officer so your questions can be addressed promptly. If you are a new applicant, this may assist you in your decision on whether to apply for the position.