



# Grey Nomad Visitor Services Ambassador – Position Description

## Balonne Shire Visitor Information Centre

Role Title: Balonne Shire Visitor Services Ambassador  
Department: Engage  
Contact Person: Sandra Lee  
Work Location: 114 St George's Terrace, St George QLD 4487

### 1. MISSION STATEMENT

*To provide in a friendly and welcoming manner, quality information and other services to any person that may inquire.*

In addition, it is our mission to maximise the level of enjoyment experienced by each visitor, so they choose to return and or share their great experiences of our district with friends, family and fellow travellers.

### 2. POSITION

Two (2) to three (3) enthusiastic couples are being sought to act as Visitor Services Ambassadors for the Balonne Shire Council. Volunteers would be required to cover weekends at the VIC for the duration of their placement, with additional shifts during the week as required, as well as to help out at the Showgrounds during major events including Yellowbelly, Camp Drafts and Futurity to monitor camping/collect fees.

#### 2.1 Duration

Minimum 2 months

#### 2.2 Incentive

In exchange, the couples will be given RV accommodation including power usage and access to public facilities (showers, toilets) at the Showgrounds, feel a part of the community, live like a local, meet new people, learn new skills, take on a challenge, make a difference and, above all, have fun.

### 3. HOURS

Each person will be required to volunteer for between 12 – 20 hours per week.

The Visitor Information Centre operates in the following hours:

- Monday to Friday 8.30am – 4.30pm
- Saturdays, Sundays & Public Holidays 9:00am – 1:00pm

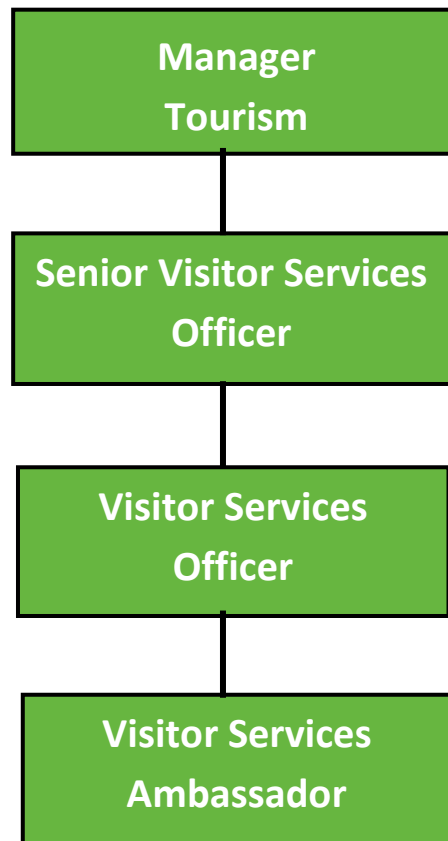
The Visitor Information Centre closes on Good Friday, Christmas Day, Boxing Day, New Year's Day and other days as appointed by Senior Visitor Services Officer in accordance with the Accreditation requirements.

### 4. ROLE DESCRIPTION

Visitor Services Ambassadors will provide quality information and customer service in a friendly and welcoming manner to all visitors to and residents of the Balonne Shire. This will include providing information and travel advice, answering phones, operating a cash register and EFTPOS machine, collecting data, operating a computer, assistance with office maintenance, collecting camping fees, helping with major events and other administrative tasks as assigned by the Senior Visitor Services Officer.



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## 5. SKILLS AND ABILITIES

We are looking for Visitor Services Ambassadors with the following skills or knowledge to fill this Volunteer role:

1. Ability to understand, source and promote tourism product
2. An understanding of the region (or willing to learn), including local products and operators
3. Excellent customer service skills
4. Ability to process and record cash and EFTPOS card sales (using cash register)
5. Ability to use a computer to search the internet and print information
6. Ability to communicate with different cultures and/or languages
7. Outgoing, friendly personality and positive attitude
8. Committed approach to teamwork principles
9. A desire to learn and take direction
10. Understanding of and commitment to Council's Organisational Values – Our Customers, Our People, Our Reputation.

## 6. KEY DUTIES

As a Visitor Services Volunteer you will assist by performing the following duties:

1. Assist in providing information and advice on, and promote, products and services within the region
2. Assist to present visitor information in a stimulating and organised manner
3. Assist to respond to telephone enquiries
4. Assist to record details on the Visitors Data Collection Sheet



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5. Assist to operate cash register and process EFTPOS transactions
6. Operate the computer to search the internet
7. Assist in daily maintenance of brochure displays in the centre
8. Assist in daily maintenance of counter, tearoom and centre (clean and tidy)
9. Assist with administration tasks (including mail outs and folding maps)
10. Foster and contribute to a team approach
11. Report any requests / issues to the Senior Visitor Services Officer

## 7. KEY DUTIES

A volunteer signup will be required to be completed. An induction program and full training will be provided to new volunteers.

The induction will cover the following broad areas:

- Completion of relevant paperwork
- Introduction to Council
- Information about the group/work area
- Code of Conduct and other relevant policies
- Training
- Work, Health and Safety
- Work Site Introduction

## 8. ADDITIONAL REQUIREMENTS

All employees including volunteers are bound by the *Queensland Local Government Act 2009* to act with integrity, and in a way that shows a proper concern for the public interest. All volunteers are responsible for acting in accordance with the Balonne Shire Council Code of Conduct and relevant policies, procedures and protocols as may be applicable.

All successful applicants for this position will be asked to consent to a criminal record check and required to obtain a National Police Certificate.

## 9. APPROVAL

\_\_\_\_\_  
Volunteer Name

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer Name

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Senior Visitor Services Officer

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date