



HEATHCOTE VISITOR CENTRE INFORMATION TEAM ROLE DESCRIPTION

POSITION TITLE:	INFORMATION TEAM VOLUNTEER
ROLE:	VISITOR SERVICES VOLUNTEER
HOURS OF VOLUNTEERING:	4 HOUR SHIFT
UNIT:	HEATHCOTE VISITOR CENTRE - CITY OF GREATER BENDIGO
DATE REVIEWED:	April 2021

THE UNIT:

The Heathcote Visitor Centre is an Accredited Centre aiming to provide outstanding customer service and the generation of tourism business to the Heathcote region, with annual visitation of approximately 17,000 people. The Visitor Centre is operated by the City of Greater Bendigo and is the tourism “shop front” for the Heathcote and Region.

Mission of the Heathcote Visitor Centre

To provide a warm and memorable welcome to Heathcote and provide information to visitors for an experience that exceeds expectations and makes them want to return.

Vision of the Heathcote Visitor Centre

To grow Heathcote as a destination and establish strong links with local business and community.

VOLUNTEER TEAM POSITION OBJECTIVES:

- To deliver consistent and quality customer service and engagement, focusing on enriching the visitor experience through meeting and exceeding the expectation of the visitor
- To actively promote local & regional experiences including wineries, accommodation, attractions and services
- Collect and record statistical information that assists in identifying travel patterns and interest areas
- To ensure that Heathcote Visitor Centre is professionally presented at all times
- Ensure adequate levels of operator brochures, regional visitor guides and state publications are maintained at all times

- Sell tickets for VLine services
- Sell tickets to local attractions & events from time to time
- To actively promote and sell local products retailed in the Centre
- Assist with opening and closing procedures

Training

Ensure product knowledge and skills are current and accurate via attending industry familiarisation visits, volunteer enrichment programs, volunteer training and professional development opportunities and meetings as required as part of the Heathcote Visitor Centre Volunteer Program.

Interpersonal Skills

Excellent communication skills

Ability to be flexible and re-order priorities as the situation requires

Ability to work as part of a highly committed and vibrant team

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Coordinator, Heathcote Visitor Centre
Internal Liaisons:	Other volunteers and tourism unit members
External Liaisons:	Heathcote tourism operators and businesses.

ACCOUNTABILITY & EXTENT OF AUTHORITY:

- Directly accountable to the Heathcote Visitor Centre Coordinator in relation to the key responsibility areas
- Authority in accordance with instructions and delegation from the Heathcote Visitor Centre Coordinator
- Guidance and advice is always available

SPECIALIST SKILLS & KNOWLEDGE:

- Excellent communication & customer service skills
- Sound knowledge of the Heathcote Visitor Centre, Heathcote and Surrounding Regions
- Passion to continually improve the Heathcote Visitor Centre to reach the vision and mission
- Understanding of Occupational Health and Safety practices within the workplace

Key Selection Criteria

- A passion for, and some knowledge of, Heathcote and its tourism industry
- Good communication and customer service skills to provide excellent customer service to visitors to the Centre and by telephone
- Good written and oral communication skills, in dealing with visitors, local operators and other team members
- The ability to safely participate in the duties and responsibilities of the role

ADDITIONAL INFORMATION:

Volunteer Commitment

- A Heathcote Visitor Centre Volunteer Team Member will be able to undertake the role as part of a weekly rostered 4 hour shift, including training and meetings as scheduled
- A uniform is provided to be worn to when fulfilling your volunteer duty and at volunteer / tourism functions and must be cared for by the wearer and returned when volunteering ceases
- Volunteers are supported by Volunteer Policy and Procedures
- As a volunteer you will provide voluntary service with pride
- Bound by City of Greater Bendigo Code of Ethics
- Must follow all established Occupational Health and Safety practices, procedures and instructions of City of Greater Bendigo
- You agree to have a Police and Working with Children's check according to the Policy of the City of Greater Bendigo.

AUTHORITIES:

VOLUNTEER SIGNATURE: _____ DATE: ___ / ___ / ___

COORDINATOR: _____ DATE: ___ / ___ / ___