

## Volunteer Role Description

### Location

One of five Tablelands Regional Council (TRC) Visitor Information Centres — Atherton, Herberton, Malanda, Ravenshoe and Yungaburra.

### Relationships

The direct supervisor is the Visitor Centre manager employed by TRC, or where there is no paid staff member, a voluntary committee of management. Both report to the TRC Tourism Coordinator. The Tourism Section forms part of TRC's Community, Planning and Environment department.

### Purpose of the role

- To provide friendly, comprehensive and unbiased visitor information services.
- To promote tourist products and services within and beyond the TRC region to residents and visitors.
- To enhance the visitor experience through specialist local knowledge and interpretation.

### Hours of work

Each centre has its own opening hours. Volunteers will be provided with a specific rostered shift, generally half a day in length.

### Duties and responsibilities

Visitor information and customer service duties and responsibilities include:

- meeting and greeting visitors to the centre
- providing information on local and regional product including maps, brochures and prices
- assisting with brochure organisation and reordering
- assisting with merchandise display, pricing and stock takes
- answering telephone, fax, email and in person enquiries
- assisting with school groups and interpretive displays.

Administrative assistance duties and responsibilities include:

- filing, photocopying, and mail outs
- assisting with preparation of information packs for events, conferences etc
- sales and cash handling
- maintaining a safe and tidy work environment
- cleaning work spaces
- recording and maintaining visitor statistics
- assisting with office procedures.



## Skills and personal qualities

- A good knowledge of the region including local tourism product and attractions
- Excellent customer service skills
- Good sales skills
- Well developed oral and written communication skills
- Ability to communicate with different cultures
- Ability to use a computer or willingness to learn
- Outgoing, friendly personality and positive attitude
- A desire to learn and develop
- Committed approach to teamwork

## Training requirements

Volunteers are required to undergo training for the role, which may include:

- customer service
- TRC Workplace Health and Safety
- site-specific induction
- site-specific procedures and fire evacuation
- familiarisation tours of tourism products and services
- attendance at volunteer conferences or other regional training events

## Other requirements

These items are desirable for volunteers but not essential:

- current driver's licence
- blue card — working with children check