

VISITOR CENTRE VOLUNTEER ROLE DESCRIPTION

POSITION OBJECTIVE

To enhance visitors experience by providing accurate, unbiased and up to date information in a friendly and professional manner.

RESPONSIBILITIES

May include:

- Provide a warm and sincere welcome to visitors.
- Assist with visitor enquiries in a professional and friendly manner.
- Opening and closing of the Visitor Information Centre (location dependent).
- Responding to enquiries face to face, via telephone or email
- Basic cleaning duties to ensure the centre is in a neat and tidy manner
- Ensure brochure racks are fully stocked.
- Maintain noticeboards including the snow reports, weather reports and CFA updates
- Assist with retail sales which may include money handling and use of point of sale system / EFTPOS facility (optional at some Centres)
- Provide assistance without bias and declare a vested interest where applicable.
- Keep accurate records and survey visitors as required.
- Provide assistance to the Centre Coordinator and perform additional duties as assigned.

MINIMUM COMMITMENT REQUIRED:

Alpine Shire Visitor Information Centres are open 7 days a week (closed Christmas Day). Two Ambassador shifts are rostered per day: 9.00am to 12:00pm and 12:00pm to 3pm.

The minimum commitment requested from an Alpine Ambassador is:

- **At least one (1) three hour shift per fortnight** (on average)
- Attend meetings and training sessions as required (50% attendance)
- Participation in familiarisations / site inspections