



## Ballina Visitor Information Centre VOLUNTEER VISITOR SERVICES POSITION DESCRIPTION

- Position Title:** Volunteer Visitor Experience Ambassador
- Reports to:** Team Leader Visitor Services
- Location:** Ballina Visitor Information Centre  
6 River Street, Ballina NSW 2478
- Remuneration:** Voluntary position  
A Volunteer is 'a person who chooses to contribute their time, skills and expertise without financial reward'
- Time commitment:** With the Ballina Visitor Information Centre operating seven days per week the shifts would be:
- 8.45am – 1pm Saturdays
  - 12.30pm – 5pm Saturdays
  - 10am -2pm Sundays
  - And either the am or pm shift on a weekday.
- The minimum commitment is four (4) hours per week however nine (9) hours is preferred.
- As each Ambassador shift is less than five hours in duration, a lunch break is not required. On the occasion a shift is longer than five hours the volunteer must take a break as directed by the supervising Visitor Services employee.
- There is a mutual three month trial period and a minimum commitment of 12 months is required.
- Commencement:** Rosters to commence in November 2017

### ***Organisation Relationships***

- Within Department:** Manager Community Facilities  
Team Leader Visitor Services  
Visitor Services Officers  
Other Volunteer Tourism Ambassadors



**Within Council:** Council staff

**External to Council:** BVIC Visitors  
Local businesses  
Members of the public  
Community organisations  
Ballina Shire residents

### **Accountability**

Ballina Visitor Information Centre Ambassadors are committed to providing a highly professional and informative service. They require a strong commitment to customer service and a willingness to enhance their local area knowledge to assist them in their role. Ambassadors should attempt to exceed customer's expectations when answering questions.

### **Position Outline**

This position is a customer service role at the Ballina Visitor Information Centre, providing information to visitors in the Ballina Shire and Northern Rivers region.

### **Duties & Role Responsibilities:**

- Customer Service, attending to telephone and counter enquiries from internal and external customers in a prompt, professional and courteous manner
- Project a professional public image by being courteous and dealing effectively with the public
- Following the opening and closing check lists for the Visitor Information Centre
- Using systems to database information for visitor dissemination
- Effectively communicate with tourism operators and visitors to the Visitor Information Centre and other staff and volunteers
- Ability to sell tour and accommodation bookings via the online booking reservation system
- Assist with the processing of payments and receipting at the Visitor Information Centre
- Merchandising (labelling, displaying and checking expiry dates of stock)
- Assist with the souvenir and local merchandise sales through Ballina Visitor Information Centre including using computer systems to sell merchandise
- Cash handling, processing transactions and reconciliation
- Brochure coordination
- Provide support to Team Leader Visitor Services or as directed by Centre staff.

### **Selection Criteria**

- Candidates will possess an outgoing personality that enjoys meeting and talking to people
- Excellent customer service skills
- Good local knowledge of Ballina and the Northern Rivers with a willingness to learn
- Enjoy working in a team environment
- Computer, literacy and language skills highly desirable
- Good Interpersonal Communication skills



### **Benefits**

- Social interaction, helping visitors to Ballina feel welcome
- Pride and sense of achievement in making a valuable contribution to Ballina
- Opportunity to learn more about Ballina and the Northern Rivers

### **Training Requirements**

- Induction workshop
- Work Health & Safety induction
- On the job training
- Attend quarterly staff meetings

### **Application Process**

To apply to the Volunteer Ambassador program download and complete a Volunteer Registration Form from <https://www.discoverballina.com.au/visit/corporate/volunteering> and return it to the Ballina Visitor Information Centre along with a one page resume. Successful applicants will be required to undertake a formal interview. All interview candidates will be advised of a decision shortly after.

### **Submitting Application**

Please email applications to [discover@ballina.nsw.gov.au](mailto:discover@ballina.nsw.gov.au)

Applications will also be accepted in person at Ballina Visitor Information Centre 6 River Street, Ballina.

### **Referees**

The names and contacts of at least two referees should be supplied. The Council will not contact these referees until the permission of the applicant to proceed has been provided.

**Further Information** Please contact Council's Team Leader Visitor Services telephone 02 6686 3484.