**Role:** Program Volunteer - Visitor Information Centre

**Reports To:** Team Leader, Visitor Services

**Purpose:** Volunteers offer a friendly welcome and help holidaymakers, day trippers or urban explorers plan a memorable visit to Wyndham where they can discover a myriad of things to do and see. Volunteers provide information on accommodation, attractions, and events – in person and over the phone.

**Department/Unit Overview:** Werribee, Point Cook and surrounds offer a rich blend of energetic city, natural coast and reviving country experiences. The renowned Werribee Park Tourism Precinct, Point Cook Coastal Park and Werribee South Beach all beckon with exceptional offerings. Less than 40 minutes from Melbourne, our region has a personality and spirit all of its own. The Werribee Visitor Information Centre is open 7 seven days a week (closed Good Friday and Christmas Day) from 9am to 5pm. The aim of the Tourism Unit is to implement and maintain strategies to increase tourism in Wyndham.

**Wyndham City:**

**Vision** – Diverse People, One Community, Our Future

**Mission** – We strive to serve the best interests of the Wyndham community by providing quality services; managing growth; and supporting residents to lead healthy, safe, vibrant and productive lives, while protecting our local environment.

**Values** – Integrity, Community Focus, Respect, Commitment, Leadership and Teamwork

**Key Responsibilities and Duties:**

* Be reliable and punctual for your rostered shift
* Respond to visitors using all the resources available
* Ensure the counters and displays are well presented
* Accurately record and maintain entries into the visitor database
* Continually develop a broad knowledge of Wyndham’s tourism products and experiences
* Be prepared to participate in tasks as requested by the Visitor Services Team

**Desired Attributes:**

* Excellent communication skills
* Passionate about excellent customer service
* Friendly and warm, with excellent listening skills and phone manner
* An interest in tourism and travel with a good knowledge of local tourist opportunities
* Good computer and iPad skills
* Value and support other team members

**Requirements:**

* Must successfully complete our tourism training (QuEST) before starting to volunteer
* Must attend some familiarisation tours, training sessions and meetings

**Length of Appointment:** Volunteers must complete the QuEST training to a satisfactory standard before starting. They are then subject to a probationary period of 3 months. The role is ongoing and will be reviewed annually.

**Police Check:** A police check application will be lodged once a volunteer has been accepted into a program and will be completed every 3 years. There is no cost to the volunteer.

**Working with Children Check:** If you volunteer with children, you will need a current Working with Children Check (WWCC) before you commence your volunteer role.

**Dress Code:** Must wear the provided name tag and uniform (shirt and vest/cardigan) and your own long black pants

**Signed: ............................................................................. Date: ..../..../.........**

**Name**: ………………**...........................................................................................................**