


Appendix C - Role Statement – Visitor Services Volunteer - Visitor Information Centre

	Visitor Services Volunteer – Frankston Visitor Information Centre ROLE STATEMENT
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DIRECTORATE:	Corporate Development
DEPARTMENT:	Community Relations
SECTION:	Tourism and Visitor Services
STATUS:	Volunteer
LOCATION:	Frankston Visitor Information Centre, 7N Pier Promenade, Frankston Waterfront
APPROVED BY:	Director Corporate Development
DATE:	October 2018

ROLE OBJECTIVE(S)/GOAL(S):

To support Frankston City's visitor economy by providing advice and support to customers of the Frankston Visitor Information Centre (FVIC).

KEY OUTCOMES AND RESPONSIBILITIES:

Visitor Services – Customer Service

- Encourage dispersal of customers to the FVIC by providing advice on local attractions, tourism products and events
- Encourage return visitation to the FVIC
- Provide prompt, accurate, professional and courteous customer service
- Receive and resolve telephone enquiries and counter enquiries of customers
- Develop strong and positive relationships with both internal and external customers
- Ensure that the FVIC is presentable and accessible to visitors
- Collect statistical data from all customers to the FVIC
- Process the sales of merchandise and tickets via the booking system (including cash and electronic sales)
- Use computer to search for information to assist customer enquiries

Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the *Occupational Health and Safety Act 2004* and ensure that actions taken by the Volunteer do not interfere with or place at risk the health, safety or wellbeing of the Volunteer or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.

- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Volunteer Code of Conduct.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check. YES NO

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check YES NO

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Visitor Services Officers
Internal Contacts:	Officers of Frankston City Council and other Volunteers
External Contacts:	Customers, local business and Visit Frankston Tourism Partners

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Accurate customer service and information provision
- Accurate processing of sale of merchandise and tickets
- Neat and tidy presentation of the FVIC to the public
- Their presentation and behaviour
- Accurate collection of statistics
- General support to Officers on duty
- Guidance and advice are always available

JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:

- Provision of advice to customers
- Processing of sales for customers and cash handling

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- Knowledge of Frankston City tourism assets
- Understanding of Frankston City's role within the Mornington Peninsula Tourism Region
- Computer literacy and personal computer application experience

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:

- Ability to deliver an excellent standard of customer service
- Well-developed verbal and written communication skills
- Outgoing and engaging nature
- Friendly and welcoming personality
- 'Can-do' attitude
- Passion for Frankston City, the Mornington Peninsula Tourism Region and their surrounds
- Flexibility to re-prioritise as the situation requires
- Ability to work as part of a highly committed and vibrant team

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the role:

- Customer service experience
- Computer literacy and personal computer application experience
- Ability to use an iPad or tablet
- Knowledge of Frankston City specifically and the Mornington Peninsula Tourism Region generally

The following qualifications and/or experience are desirable for the role:

- Experience in retail sales

VARIATION TO CONDITIONS OF THE ROLE :

The Role Statement will be reviewed annually, in conjunction with you, and as part of the Volunteer's annual Performance and Development Review.

SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Role Statement:

Mandatory/Essential:

1. High level of verbal and written communication skills
2. Knowledge of Frankston and the Mornington Peninsula Tourism Region
3. Computer literacy

Desirable/Optional:

1. Social media experience

PHYSICAL REQUIREMENTS OF THE ROLE:

The physical requirements of the role are outlined below:

Task	Performed Frequently More than 2 hours in 1 shift or continually for 30 min	Performed Sometimes Less than 2 hours in 1 shift	Never/Rarely Performed Infrequent use/activity
Keyboard duties	✓	○	○
Reading tasks	✓	○	○
Writing tasks	✓	○	○
Sitting (extended periods)	○	✓	○
Walking/Standing (Briefly)	✓	○	○
Walking/Standing (Extended)	✓	○	○
Driving Car	○	○	✓
Lifting/Carrying duties (Light) <10kg	○	✓	○
Lifting/Carrying duties (Heavy) >10kg	○	○	✓
Pushing/Pulling tasks (Light) <10kg	○	✓	○
Pushing/Pulling tasks (Heavy) >10kg	○	○	✓
Chopping/Digging tasks	○	○	✓
Bending/Kneeling requirements	○	✓	○
Climbing (stairs, ladders)	○	○	✓
Handling grease/oils	○	○	✓
Exposure to dust/dirt/hazardous materials	○	○	✓
Exposure to chemicals and/or detergents	○	○	✓
Stress - Difficult customers	○	○	✓
Tight deadlines	○	○	✓
Exposure to hot/cold temperature	○	○	✓
Exposure to noise/required to wear hearing protection	○	○	✓