

BUNDABERG TOURISM

Volunteer Ambassador

Position Description



ORGANISATION OVERVIEW – WHO WE ARE

Bundaberg Region Ltd trading as Bundaberg Tourism (BT) is one of Queensland's officially recognised and accredited Regional Tourism Organisations (RTOs).

BT's Mission is to market the destination, service visitors and lead the industry to achieve the region's 2020 visitor expenditure target.

A membership based, not for profit organisation, BT delivers an integrated brand, marketing and destination development strategy for across the region by working in partnership with the local tourism industry and businesses, as well as key stakeholders such as Bundaberg and North Burnett Regional Councils and Tourism & Events Queensland (TEQ).

Bundaberg Tourism currently operate 3 visitor information centres as part of the core role of providing visitor services to the Bundaberg region. These centres are the main touchpoint in the region for visitor information, directions, booking of tourism product and the sale of retail items including souvenirs and local arts and produce.

The Bundaberg Tourism Ambassador is "Happy to Help".

With a strong knowledge of the local area, a passion for communicating, a thirst for continual improvement and a desire for the delivery of exceptional customer service at every touchpoint.

PRINCIPLE DUTIES AND RESPONSIBILITIES – WHAT IS REQUIRED

Bundaberg Tourism Ambassadors are required to carry out the following:

- Provision of information to our customers at all touch points of the organisation including face to face conversation, phone calls, emails and web enquiries
- Providing exceptional customer service that is in line with our BT Team Philosophy
- Selling of our range of merchandise, local produce, arts and gifts (optional)
- Commitment to continually improve personal knowledge of tourism related products in the Bundaberg North Burnett Region
- Where possible assisting with the booking of accommodation, tours and events for customers (optional)
- Keeping the visitor information centre and the immediate surrounds, clean and tidy at all times
- Working with the integrity of the Bundaberg Tourism brand in mind
- Other duties as requested by the senior staff and management within reason

KEY SELECTION CRITERIA – WHO WE ARE LOOKING FOR

Organisational

- Experience in a customer service environment
- Ability to effectively communicate with a variety of people
- Working knowledge of computers including Microsoft Office, Internet & Email
- Knowledge of the Bundaberg North Burnett region and Southern Great Barrier Reef including attractions, accommodation and tours would be highly regarded
- Cash handling skills
- Experience/Qualifications in retail, hospitality, travel or tourism would be highly regarded

PERSONAL ATTRIBUTES

- A happy to help attitude
- A high regard for your personal appearance and hygiene
- Willingness to learn more about the tourism industry
- Willingness to learn new skills and have new experiences
- Enthusiasm, passion and a love for the region, customers and the valuable role of the visitor information centres to the community
- Ability to work as a supportive team member
- Ability to be flexible both in availability to work and also customer needs
- Ability to adapt to change easily, contribute to team and organisational development
- Problem solving skills and initiative
- A positive disposition with a smile that never leaves and an ear that never stops listening

REQUIREMENTS OF THE ROLE – WHAT WE EXPECT FROM YOU

HOURS

Ambassadors will be asked to work a minimum of one shift per week at a minimum of 4 hours. Days will be broken up into two shifts – 9am-1pm & 1pm-5pm. Available shifts will be outlined in the ambassador application. It is generally expected that ambassadors arrive for their shift 10 minutes prior for shift changeover procedures.

ONGOING TRAINING AND LEARNING

As part of the ongoing training and development of staff and Ambassadors, there will be monthly meetings that include guest speakers, organisational updates and changes. There will also be a variety of opportunities to be involved in the Ambassador familiarisation tours or 'famils' that are coordinated to allow an opportunity to experience tourism product in the Bundaberg North Burnett region first-hand. By attending these, you are continually improving product knowledge as well as networking with other ambassadors and members of BT. As a BT Volunteer Ambassador you will be required to attend meetings and famils as a part of your ongoing training and Team BT commitment.

CONFIDENTIALITY OF INFORMATION

While here as an ambassador you may become aware of information relating to the business of Bundaberg Tourism or that of our members and stakeholders. Confidential information remains the sole property of Bundaberg Tourism. You shall not, either during or after your time with us (without the prior consent of the Bundaberg Tourism) directly or indirectly divulge to any person or use the confidential information for your own or another's benefit.

UNIFORM

You will be provided with a team shirt and badge. This shirt can be worn with smart casual bottoms, which can include quality denim, white or black pants that must be clean and presentable at all times.

Please note: the team shirt and badge remain the property of Bundaberg Tourism and must be returned, clean and in good condition upon your departure from Bundaberg Tourism.

APPLICATIONS

To apply for an ambassador position with Bundaberg Tourism you must complete an application form, which can be collected from any three of the Visitor Information Centres in our region (Bundaberg, Childers, Gin Gin)

Once the application has been received, you will be invited to attend an interview which will be conducted by a full time staff member and the Coordinator of the Visitor Information Centre.

For more information or to request an application form please contact us at info@bundabergregion.org with the subject ambassador application or in person at the following addresses:

BUNDABERG VISITOR INFORMATION CENTRE

36 Avenue St, Bundaberg East
Ph: 07 4153 8888

CHILDERS VISITOR INFORMATION CENTRE

72 Churchill St, Childers
Ph: 07 4126 1994

GIN GIN VISITOR INFORMATION CENTRE

Mulgrave St, Gin Gin

VOLUNTEER AMBASSADOR TO COMPLETE

I have read, acknowledge and agree to the contents of the Volunteer Ambassador Position Description

Name _____

Signature: _____ Date: ____/____/____

VOLUNTEER COORDINATOR TO COMPLETE

Name _____

Signature: _____ Date: ____/____/____