


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

	<b>Visitor Services Volunteer – Frankston Visitor Information Centre</b> <b>ROLE STATEMENT</b>
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<b>DIRECTORATE:</b>	Business Innovation and Culture
<b>DEPARTMENT:</b>	Community Relations
<b>SECTION:</b>	Customer Service and Experience
<b>STATUS:</b>	Volunteer
<b>LOCATION:</b>	Frankston Visitor Information Centre, 7N Pier Promenade, Frankston Waterfront
<b>APPROVED BY:</b>	Director Corporate Development
<b>DATE:</b>	September 2021

### 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 visitations to the FVIC and Frankston
- Provide prompt, accurate, professional and courteous customer service
- Receive and resolve telephone enquiries and in person customer enquiries
- Develop strong and positive relationships with both internal and external customers
- Ensure that the FVIC is presentable and accessible to all visitors
- Collect statistical data from the customers visiting the FVIC
- Process merchandise and ticket sales via the online booking system (including cash and electronic sales)
- Use the 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 Legislations 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:**

<b>Reports to:</b>	<i>Visitor Services Officers</i>
<b>Internal Contacts:</b>	<i>Officers of Frankston City Council and other Volunteers</i>
<b>External Contacts:</b>	<i>Customers, local business and Discover Frankston Tourism Partners</i>

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

The Volunteer is responsible and accountable for:

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

**JUDGEMENT AND DECISION MAKING:**

The Volunteer 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 the surrounding areas
- 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 the Volunteer, 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	✓	o	o
Reading tasks	✓	o	o
Writing tasks	✓	o	o
Sitting (extended periods)	o	✓	o
Walking/Standing (Briefly)	✓	o	o
Walking/Standing (Extended)	✓	o	o
Driving Car	o	o	✓
Lifting/Carrying duties (Light) <10kg	o	✓	o
Lifting/Carrying duties (Heavy) >10kg	o	o	✓
Pushing/Pulling tasks (Light) <10kg	o	✓	o
Pushing/Pulling tasks (Heavy) >10kg	o	o	✓
Chopping/Digging tasks	o	o	✓
Bending/Kneeling requirements	o	✓	o
Climbing (stairs, ladders)	o	o	✓
Handling grease/oils	o	o	✓
Exposure to dust/dirt/hazardous materials	o	o	✓
Exposure to chemicals and/or detergents	o	o	✓
Stress - Difficult customers	o	o	✓
Tight deadlines	o	o	✓
Exposure to hot/cold temperature	o	o	✓
Exposure to noise/required to wear hearing protection	o	o	✓