

# Customer Service – Alexandrina Visitor Services – Goolwa Riverboat Centre

ID:157027

## Summary

Step back in time at the Goolwa Riverboat Centre. From 1853 to 1914, the Riverport of Goolwa was a thriving ship building centre. Ship building for the Murray River began in Goolwa and some 60 paddlesteamers and barges were built here. Goolwa was the only place on the Murray Darling system where complete vessels were built – hulls, engines, boilers, paddle wheels – the lot. We are currently looking for Customer Service Volunteers to work at our historic Riverboat Centre.

## Description

At the Goolwa Riverboat Centre visitors can browse historic photographs of many of vessels, see scale models of many paddle steamers and watch the past unfold in historic video presentations. View the Beam Engine that hauled vessels up the slipway at the shipyards and enjoy the interpretive panels on the Coorong Wetlands.

If you would like to share your passion and knowledge of the Alexandrina Region with visitors and locals we would love to hear from you.

The role includes:

- Greet visitors as they arrive at the Riverboat Centre, welcoming them to the town and Alexandrina region.
- Provide information, directions and answers to visitor enquiries.
- Promote Alexandrina region attractions and operators
- Promote bookings for PS Oscar W cruises
- Refer visitors to Goolwa Visitor Information Centre
- Regularly clean surfaces in the Centre which are touched by customers/staff.
- General cleaning/tidying of public areas and kitchen
- Put out flags and A-frames when opening, retrieve same at the end of the day
- Keep brochure racks topped up
- Maintain noticeboards and brochure rack
- Collect visitor statistics for reporting to Council, Region and State tourism offices.
- Process payments for cruises and souvenirs through cash register and eftpos machine
- Keep gift shop tidy and stock topped up
- Comply with all Council WHS Policies and Procedures

Uniform is supplied.

## Requirements

- National Police Certificate

National Police Check Screening (The cost of the screening will be paid by Council).

- Good local knowledge
- clear communication skills
- pleasant manner
- basic computer and technology (telephone, eftpos machine) capabilities
- physical mobility and moderate strength
- site induction
- be able to follow instructions
- complete online COVID Marshal training

## Contact Details

Ms Samone Riding  
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11 Cadell Street Goolwa SA 5214  
t: 8555 7000 (Work)

## Alexandrina Council

ID:15914

VRC: Southern Volunteering (Sa) Inc Fleurieu

## Agency Email

alex@alexandrina.sa.gov.au

## Agency Address

11 Cadell Street Goolwa SA 5214

## Location

Goolwa Riverboat Centre Goolwa Wharf  
Precinct Dunbar Road Goolwa SA 5214

## Service Focus

Museums & Heritage

## Skill

Tour Guides, Information & Heritage

## Suitable for

Skilled Volunteers  
Centrelink Volunteers

## Commitment

Regular – more than 6 months

## Training

Initial orientation, on the job training and ongoing support will be provided.

**Age Range:** From 18 to 80

**Wheelchair Accessible:** No

**Volunteers Needed:** 5

**Urgent:** Yes

