

Volunteering



CONNECTING COMMUNITIES

ROLE DESCRIPTION

Programme name	Alexandrina Visitor Services
Volunteer job title	Regional Ambassador
Organisational mission	Alexandrina Council's vision is 'Connecting Communities'. Council's mission is to 'be involved' reflecting the proactive nature of volunteerism in our community.
Overview of major responsibility of this position	<p>To provide a warm welcome to visitors as they arrive at the Visitor Information Centre so they are encouraged to fully explore the region.</p> <p>A key focus is promoting quality tourism experiences which are bookable and in addition, providing up to date information about what is happening across the whole region, including local retailers and businesses.</p>
To whom Ambassador position reports	AVS Ambassador Engagement Officer
With whom volunteer position liaises	Alexandrina Visitor Services Staff / Tourism Support Officers
Work location	<p>Goolwa Visitor Information Centre 4 Goolwa Terrace, Goolwa SA 5214</p> <p>or</p> <p>Strathalbyn Visitor Information Centre 20 South Terrace, Strathalbyn SA 5255</p>

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<p>Key actions and responsibilities</p>	<ul style="list-style-type: none"> • Create exceptional personalised experiences with visitors, which can lead to increased time spent in our region. • Promote the local retail mix and be able to tell the story behind products, with passion and confidence. • Answer and transfer telephone calls received to the 1300 AVS number in a timely and polite manner. • Identify suitable and available accommodation options when requested. • Undertake COVID specific and general cleaning and tidying of all public areas. • Put out flags, A-frames and other marketing material as required when opening the Centre and retrieve at the end of the day. • Refill brochure racks and re-order as required. • Monitor front noticeboard and remove out of date information. • Record accurate visitor statistics. • Process payments through Point of Sale system and eftpos machine. • Tidy retail displays and replace sold stock.
<p>Essential and desired experiences/qualifications required</p>	<ul style="list-style-type: none"> • Genuine enthusiasm for the region and that which visitors can experience. • Ability to engage visitors with the region's offering. • Ability to use a computer to research information. • Ability to accurately use the Point of Sale system. • Physical mobility and moderate strength to perform various duties as requested.
<p>Benefits of this role</p>	<ul style="list-style-type: none"> • Sharing your passion and knowledge of the Alexandrina Region with visitors and locals • Social Inclusion and Community Engagement