

- Position:** Visitor Services Volunteer, Manly Visitor Information Centre (VIC)
- Reports to:** VIC Volunteer Liaison Officer/Visitor Services Coordinator
- Hours:** 3-4 hours per week/fortnight, any day of the week during opening hours
- Location:** Manly Visitor Information Centre, Manly Wharf

Role Purpose:

To assist visitors with enquiries relating to Manly and Northern beaches' attractions, activities, events, accommodation, tours and transport in a professional, accurate and friendly manner.

Requirements:

- Sound knowledge of Manly and the Northern Beaches
- Willingness to learn about and promote products and information offered by the Centre
- An enthusiastic, confident and positive approach when interacting with visitors and staff
- Good interpersonal and communication skills
- General IT ability e.g. to access internet for information
- Ability to work independently or as part of a team
- Commitment to Council's workplace values of Trust, Teamwork, Respect, Integrity, Service and Leadership

Desirable:

- Ability to speak another language
- Customer service skills – background involving work with the public is an advantage

Key Tasks and Responsibilities:

- Greet and meet visitors as they enter the Centre
- Provide information to visitors on local (and Sydney) attractions and activities
- Refer visitors to staff if they are wanting to book a tour/activity or make a purchase
- Respond to queries relating to Opal and various transport systems
- Tidy and replenish shelves with stock and pamphlets
- Take interested visitors on a short walking tour of Manly (optional)
- Wear volunteer uniform and name badge when on duty.

What to Wear: Neat casual clothes.

A uniform (shirt and jacket) will be provided following completion of probation.

Contact: volunteer@northernbeaches.nsw.gov.au

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