

Tourism Volunteer Application Package Version 2.0

Tourism Volunteer Application Form

Personal Details:

Surname: _____ Given Name: _____

Address: _____

Telephone: _____ Email _____

Mobile No: _____

Birthday: (Date) _____ of (Month) _____

Why do you want to volunteer and what do you personally hope to achieve by joining our volunteer program?
What specific skills and experience do you have that you can bring to this volunteer role?

Please advise your availability, including days of the week and times.

Who should we contact in the event of an emergency?

Please supply the name, address and telephone number of a contact person in case of an emergency.

Name _____

Relationship _____ Phone No _____

Do you have any condition that we need to be aware of to assist you in your role as a
Volunteer? – Please supply information

*I have read the Volunteer Policy and agree to its contents and declare that the information
Provided is true and correct.*

Name: _____

Signed: _____ Date: _____

Tourism Volunteer Position Description

Primary Location:

Corowa Visitor Information Centre
100 Edward Street
Corowa NSW 2646

Responsible to:

Federation Council Tourism and Corowa Visitor Information Staff.

Position Objective:

- ◆ To provide quality customer service to visitors and the local community in a positive, unbiased, professional and friendly manner.

Customer Service Duties:

- ◆ Welcome visitors to the Federation Council and assist with their enquiries in a professional and friendly manner.
- ◆ Assist with enquiries over the phone in a professional and friendly manner.
- ◆ Provide accurate and relevant information.
- ◆ Assist visitors objectively and without regard to a business for which you have a personal preference.
- ◆ Assist with the sale of retail items.

Work Practices:

- ◆ Be familiar with brochures displayed in the centre and refill brochure stands as required.
- ◆ Work within the guidelines of the Volunteer Policy.
- ◆ Be actively involved in familiarisation visits, training and volunteer workshops.
- ◆ Assist with restocking of brochure stands.
- ◆ Keep accurate records and survey visitors as required.
- ◆ Be conscious of confidentiality.
- ◆ Record and provide messages accurately.
- ◆ Keep Federation Council Tourism and Corowa Visitor Information Staff informed of any issues that may arise.
- ◆ Be familiar with the Tourism Partnership Prospectus.
- ◆ Assist with event organisations and operations if so desired.

Desired Knowledge & Skills:

It is desirable that you have:

- ◆ A general knowledge and interest in the local area and wider region.
- ◆ Excellent communication and customer service skills.
- ◆ The ability to work in a team environment.
- ◆ Basic computer skills.

Accountability:

- ◆ Volunteers are accountable for personal compliance with the documented volunteer policies and procedures.

Desired Personal Attributes

- ◆ Friendly, outgoing personality.
- ◆ Motivated.
- ◆ Positive nature.
- ◆ Clean, neat and tidy presentation.

Desired Interpersonal Skills:

- ◆ Sound written communication skills and excellent customer service skills.
- ◆ To be courteous and genuinely interested in helping people.
- ◆ The ability to work and interact effectively in a team.

Work Health & Safety:

Volunteers are expected to:

- ◆ Comply with the provisions of the Work Health and Safety Act 2011 by taking all reasonable precautions to ensure the health and safety of self and others.
- ◆ Identify and report potential hazardous situations to the Federation Council Tourism and Corowa Visitor Information Staff.
- ◆ Report as soon as practical to the Office Manager any actual or near miss injuries or accidents.

Volunteer Policy

Rights:

Volunteers have the right to:

- ◆ Work in a healthy and safe environment.
- ◆ Be provided with initial induction, orientation and ongoing training.
- ◆ Be adequately covered by insurance.
- ◆ Be given a copy of the volunteer policy.
- ◆ Have a job description and agreed working hours.
- ◆ Be supported and supervised in your role.
- ◆ Have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988.
- ◆ Take a holiday.
- ◆ Participate in any meetings and learning opportunities that are organised for volunteers.
- ◆ Know whether your work is effective and how it could be improved.

Responsibilities:

Volunteers have the responsibility to:

- ◆ Adhere at all times, to Council policies and procedures, including the Code of Conduct and Organisational Values.
- ◆ Notify Federation Council Tourism and Corowa Visitor Information Staff if you will be unavailable as soon as possible.
- ◆ Provide feedback, suggestions and recommendations regarding the service and thus increase its effectiveness.
- ◆ Use reasonable judgement in making decisions where there is no policy, and discuss it with the Federation Council Tourism and Corowa Visitor Information Staff as soon as possible.
- ◆ Be dependable - do what you have agreed to do, do not make promises that you cannot keep.
- ◆ Be punctual.
- ◆ Regularly check the roster and complete the sign on/sign off register.
- ◆ Wear their nametag.
- ◆ Be a team player.
- ◆ Maintain confidentiality.

Recruitment:

Individuals interested in becoming a volunteer are provided with this information pack consisting of:

- ◆ Application Form
- ◆ Job Description
- ◆ Volunteer Policy

All potential volunteers are to undergo a brief interview to assess their suitability for the role and ensure the role position will meet their expectations.

Successful applicants are given an orientation of the Visitor Information Centre and training in the use of equipment, customer service requirements, Work Health and Safety Act 2011 requirements, Volunteer Policies and Procedures and an overview of the Partnership Program and local tourism events.

Volunteers may need to undertake a Police Check and sign the Insurance Registration form prior to commencing.

All new volunteers will work with an employed member of staff until they are adequately experienced.

Once the volunteer has settled in to the role, a meeting will be arranged to discuss how they are enjoying the role and to address any concerns either party may have.

Familiarisations & Volunteer Meetings:

Volunteers are requested to attend familiarisation tours of our Tourism Partners wherever possible.

When allocating dates for familiarisations and Volunteer meetings, every effort will be made to take into account other commitments volunteers may have.

Dress Code:

Volunteer badges will be provided and are to be worn at all times.

Volunteers are required to have a high standard of presentation and should be appropriately dressed at all times. Denim clothing is not suitable.

Volunteer Tenure:

In the event of unsatisfactory performance of a volunteer the Federation Council retains the right to discontinue their service. This will be determined by Council's Code of Conduct and all Council's policies and procedures.

Should a volunteer's services require terminating, the volunteer will be advised by an authorised officer of the Federation Council and provided with a written explanation for the decision.

Name of Volunteer _____

Signature _____ **Date** _____

Volunteer Insurance Registration Form

I _____ (Name)

of _____ (Address)

accept the position of volunteer for Federation Council Tourism in the Corowa Visitor
Information Centre as of

the _____ day of _____ 20

As a volunteer of Federation Council Tourism, I accept the following conditions:

1. No payment will be made to me by Federation Council.
2. The position I have volunteered for is a Tourism Volunteer.
3. My supervisor will be the Federation Council Officer on duty or their superior.
4. I will be covered for Public Liability Insurance only while I am assisting Tourism in the above mentioned position and while my assistance is approved/controlled and known by Tourism. While acting as a volunteer, a limited personal accident insurance cover will effected by Federation Council subject to the terms and conditions of the policy. Council retains ownership of the policy and retains discretion in terms of any benefits payable under the policy.
5. Should any injury occur to me while I am acting as a Tourism Volunteer, I must notify my supervisor immediately, or as soon as practical.
6. Any incident in which damage occurs to another party must be reported to my supervisor immediately or as soon as practical.
7. Under the terms of the Work Health and Safety Act 2011, I will follow all established policies and procedures which apply to the position of Tourism Volunteer.
8. I am expected to perform the role of Tourism Volunteer with due care, skill and diligence.

I confirm that I have read and understand the above mentioned conditions

Name _____

Signed _____ **Date** _____