

city of
Victor Harbor



CITY OF VICTOR HARBOR

ROLE DESCRIPTION

South Australian Whale Centre
Customer Liaison Volunteer

RESPONSIBLE TO: Coordinator – South Australian Whale Centre

PREPARED BY: Coordinator – South Australian Whale Centre

APPROVED BY: Director of Planning & Regulatory Services

ATTITUDE, SKILLS AND KNOWLEDGE

The Customer Liaison Volunteer is expected to -

Attitude

- Interact and communicate with volunteers and staff, visitors, and the community in a courteous, welcoming, helpful, and professional manner
- Maintain commitment to the South Australian Whale Centre's strong customer-orientated service in line with the City of Victor Harbor's goals and expectations.
- Accept personal responsibility by fulfilling the stated role description with a minimum of supervision; referring on to staff, when appropriate.
- Welcome and assist new volunteers to feel accepted members of the team.
- Be open to new ideas, and willing to embrace change.

Skills

- Work cooperatively and effectively within a highly focused and committed tourism team.
- Develop, under supervision, the confidence and competence needed to fulfil the chosen volunteer role available within the South Australian Whale Centre.

Knowledge

- Undertake training and induction programmes to acquire a working knowledge and understanding of the core business of the South Australian Whale Centre, as required.
- Commit to a broadening knowledge of whale and marine ecology and conservation, and customer service by participating in ongoing in-service training and updates.
- Assist in the induction and training of probationary volunteers.

THE CUSTOMER LIAISON VOLUNTEER RESPONSIBILITIES:

The Customer Liaison Volunteer role has two components:

- 1. Customer Service**
- 2. Information Assistance**

Whilst each role has specified duties, the majority of tasks are common to both. Customer Liaison Volunteers are required to be able to perform in either capacity.

Common duties & objectives:

The Customer Liaison Volunteer will: –

- Provide current and up-to-date information on whale and marine ecology and conservation as request by visitors, gauging and modifying the amount of information delivered according to the depth of the question, and visitor interest.
- Conduct opening and closing procedures: including; all lights; *Point of Sale* (POS) system; audio; and TV's.
- Assist visitor enquiries in an objective and unbiased manner.
- Interact with customers in a friendly, courteous, and professional manner.
- Raise awareness of the protection and conservation of whale and marine species, in a professional manner through personal presentation, quality of information and knowledge of the Centre.
- Provide basic, objective information regarding the attractions and services available at Victor Harbor and on the Fleurieu Peninsula, in answer to visitor enquiries please forward detailed requests to the Victor Harbor Visitor Information Centre.
- Assist with the presentation and maintenance of the South Australian Whale Centre and its collections through house keeping.
- Develop a working knowledge of the scope of the resources in the “South Australian Whale Centre’s Collections”, and relevant information relating to the marine environment and whales.
- Maintain a high level of confidentiality at all times, by respecting the privacy of South Australian Whale Centre related concerns, fellow volunteers, the City of Victor Harbor and its staff.
- Ensure the safety and integrity of the Collections is preserved by observing visitor movements and actions.

- Show a willingness to participate in reasonable tasks, as outlined and to assist staff, as a volunteer under supervision, in conducting the core business of the South Australian Whale Centre.
- Endeavour to attend planned training sessions, meetings, and familiarisation tours as organised by the South Australian Whale Centre staff.
- Wear and care for the prescribed uniform and name badge provided, whilst on duty.
- Refer any enquiries beyond general information to the South Australian Whale Centre staff for processing; e.g. school / group bookings, whale sightings, conferences and events.
- Read, sign, and comply with all reasonable directives from the staff and / or City of Victor Harbor Administration.
- Maintain Volunteer Communication Books and Logs to ensure continuity and quality of visitor service, and foster team effectiveness and harmony.

Customer Service – additional duties:

- Answer the telephone in a professional, courteous, and prompt manner according to the script provided
- Ensure the Foyer and Gift Shop is kept clean, neat, and tidy.
- Restock giftware and promotional materials; and inform staff of any shortfalls. Price new stock when asked by staff.
- Record detailed messages, which are to be relayed to staff, on the appropriate notepad, including name and telephone number of person calling and ensuring the message is addressed to the appropriate staff member.
- Accurately record and maintain entries on to the daily Statistics Sheet.

Information Assistance – additional duties:

- Casually and unhurriedly move throughout the exhibition spaces to discretely maintain the security of the Collections.
- Greet customers without being intrusive. Allow visitors time to explore the exhibits in their own time and way without feeling rushed.
- Provide visitors with brief information relevant to whale and marine ecology and conservation, and the Centre's Collections displayed within the exhibition spaces – but only when specifically requested.

Shift Commitments:

- Volunteers are required to commit to a minimum of three shifts per month, including one weekend shift. Should spaces be left unfilled, volunteers may be asked to undertake further shifts, which are negotiable.
- The South Australian Whale Centre operates daily between 10:30am and 5pm, except Christmas Day; therefore volunteers will need to be available to work over a 7-day roster.
- ***We require volunteers to be available one weekend day per month.***

Work Health Safety (WHS)

- All volunteers are responsible for taking care to protect their own health and safety and to avoid affecting adversely the health and safety of any other person in the workplace, including members of the public and visitors to the Centre.
- Contribute to the maintenance of a healthy and safe working environment as prescribed by law, and described in the City of Victor Harbor's policies and procedures. This contribution includes attendance and participation in all required training and information sessions, and compliance with all relevant council Work Health Safety policies and procedures.
- Report immediately to the supervisor any hazard, near miss or incidents related to health or safety, and then follow procedures as instructed.

Other, as required

- Customer Liaison Volunteers may, from time to time, be asked to do additional tasks. This will only occur by negotiation and mutual agreement with staff.

Insurance

Individuals are covered by the Council's insurance for any injury incurred whilst performing duty as detailed in the Volunteer Role Description.

ORGANISATIONAL RELATIONSHIPS

REPORTS TO:	Coordinator – South Australian Whale Centre
INTERNAL LIASONS:	Tourism staff; including other volunteers, and City of Victor Harbor staff.
EXTERNAL LIASONS:	Local / state / national / international visitors; residents; tourism operators; and local business operators.

I agree to the terms and conditions and understand my obligations in volunteering at the South Australian Whale Centre.

Workers Name _____
Signature _____
Date _____