



Frankston Visitor Information Centre

Thank you for showing an interest in becoming a volunteer at the Frankston Visitor Information Centre. I have enclosed a Position Description and Application Form for you.

If this is something you would like to be a part of, please complete the forms and return them to me. I will then be in contact with you regarding your suitability and the interview process.

Regards,

Nicole Scheetz
Visitor Information Centre Co-ordinator

Volunteer Position Description

Position Title:	Visitor Information Centre Volunteer
Location:	Frankston Visitor Information Centre Pier Promenade, Frankston Waterfront Frankston
Supervisor:	Visitor Information Centre Co-ordinator Visitor Information Centre Officers

Purpose

The Frankston Visitor Information Centre is a showcase for Frankston and the surrounding region. Our aim is to provide an efficient, effective and comprehensive information service for visitors, local tourism operators, the community and the travel trade. Volunteers are an integral part of the Centre.

Key Responsibility Areas

The Visitor Information Centre Volunteer:

1. Responds to incoming phone enquiries quickly and informatively, in a busy environment
2. Records accommodation booking enquiries in a timely and accurate manner
3. Provides excellence in customer service to visitors by providing appropriate visitor information in a professional, accurate and friendly manner
4. Records and collates visitation statistics to the Centre through ongoing visitor surveys
5. Responds to requests for mailed information by collating, packaging and preparing for post suitable information, on a daily basis
6. Promotes all tourism products without bias
7. Manages brochure stock control inventories
8. Manages general enquiries and daily office administration, filing, storeroom, mail preparation and word processing.

Accountability

The position is responsible for providing an accurate and timely customer service and administration service whilst developing knowledge of Frankston and the surrounding region.

Requirements of the position

- Experience in customer service, tourism or other related fields
- An interest in the tourism industry and visitor information services
- Oral, written communication and basic computer skills
- Ability to work with and relate effectively to a variety of clients
- Ability to handle more than one task at a time in a busy environment
- Neat and tidy personal presentation

Frankston Visitor Information Centre Volunteer Application Form

First Name	Surname	
Address		
Town		
Phone (h)	(w)	(m)
Email		
Do you regularly use your email	Yes / No	

Availability

Volunteers are required to volunteer a minimum of four (4) hours per week or eight (8) hours per fortnight, including some weekends. Please tick the days and times you would be available. Shift times are:
Morning (9.30am–1.30pm), Afternoon (1pm–5pm), Full Day (9.30am–5pm)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM							
PM							

Reason for Volunteering

Please provide a brief statement as to why you would like to become a volunteer at the VIC

Background

Please provide a brief description of your background including time spent in the region, work background, computer experience, customer service, etc.

References

All new volunteers are required to provide two (2) personal referees who may be contacted.

Name	Phone
Name	Phone

Signed _____ Date _____

Police checks

All persons (aged 16 years and over) who volunteer for Frankston City Council, need a police check prior to commencing volunteer work. We will conduct this when you begin.

All applicants will be notified in writing of their success at being accepted as a Volunteer for the Frankston Visitor Information Centre.

Please send your application to:

Frankston Visitor Information Centre Co-ordinator
Frankston City Council
PO Box 490
FRANKSTON VIC 3199

Phone: 1300 322 842