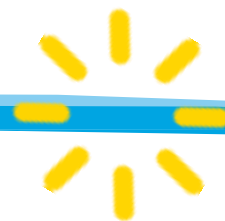


CUSTOMER SERVICE VOLUNTEER

ROLE STATEMENT



Position Title	Customer Service Volunteer
Responsible to	<input type="checkbox"/> Manager of Community Services <input type="checkbox"/> Community Engagement Officer
Council Program	Community Services

OUR VISION

To enhance the liveability and enterprise of our community.

OUR VALUES

Professionalism · Excellence · Service · Leadership · Resilience · Accountability · Inclusiveness

Key Relationships & Interactions

Accountability	This position reports to and is accountable to the Library Manager
External Liaison	Government Departments, Local Government Authorities, Businesses, Community Groups, Community Members and Service Providers
Program Overview	Assist the Rocky's Hall of Fame and Pioneer Museum with a variety of services including provision of an efficient and courteous customer service to patrons and promoting the venue as a tourist destination in the district.
Role Purpose	Assist with a variety of services including provision of an efficient and courteous customer service to patrons of the <i>Rocky's Hall of Fame and Pioneer Museum</i> ; and promoting the venue as a tourist destination in the district.

Key Result Areas	Accountabilities
General	<ul style="list-style-type: none"> • Provide excellent customer service and answer queries from visitors and local residents, both over the counter and by telephone. • Be able to provide an information service about the history, displays and special events run by the Centre and other district attractions • Re-stock shop souvenirs, merchandise, brochure supplies and other sundry items • Keeping, updating and processing records, file documents and historical material • Assist in the setup and maintenance of displays • Keep the facility and surrounds clean and tidy.
Personal Attributes	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Reliable • Patient and understanding • Trust worthy • Respect for confidentiality and privacy of individuals
Training	Undertake external and on-the-job training as required, to include: <ul style="list-style-type: none"> • Training (initial and refresher) for the attainment of skills applicable to the position • Legislative training not limited to but including Work Health & Safety Training and Human Resources (i.e. Equal Opportunity) • Council's policies and procedures

Workplace Health and Safety & Additional Responsibilities

WHS / Risk Management

- Attend all training as identified.
- Perform all work in accordance with Council's WHS and Return Work policies, procedures and guidelines.
- Participate in consultative processes for the management of WHS.
- Familiarity and compliance at all times with Council's WHS and Return to Work policies, procedures and guidelines.
- Report any matters of hazards within the district of the Council affecting the health and safety of the general public, as part of Council's Risk Management responsibilities.

Equal Opportunities

- Demonstrate and promote equal opportunity principles in the workplace.

Code of Conduct

- To observe the requirements of the Code of Conduct for Employees that has been adopted by the Council including equal opportunities.

Selection Criteria

Qualifications and Experience

- Experience (as an employee or volunteer) in a customer service, tourism or music industry would be an advantage

Essential

Knowledge and Skills

- An existing knowledge of the districts history and/or tourism attractions would be an advantage
- A passion for country music is not essential but would be an advantage

Essential

Selection Criteria

- Screenings apply (initial and ongoing) and are not limited to
 - Work with Children Check
 - General employment probity screening (ie National Police Certificate)
 - Preplacement medical

Role Statement Agreement and Signatures

This role statement has been designed to indicate the general nature of duties performed by the volunteer. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of volunteers assigned to the role.

Volunteer Name		Signature	
Manager Name		Signature	
Agreement Date			