

South Bank Volunteer Program

Thank you for your interest in the advertised South Bank Volunteer Visitor Assistant position with Brisbane Marketing. We are pleased to provide you with this information, which will assist you in deciding whether to apply for the position and provide you with the necessary background information to prepare your application.

If you require any further information about the position, please contact the Visitor Centre team on (07) 31566392 or email mwinn@brisbanemarketing.com.au

About South Bank

South Bank Parklands and Precinct is a distinctive urban leisure area incorporating restaurants, cafes, residential properties, car parks, educational and cultural facilities, and office spaces within a parkland setting.

We value the contribution of our volunteers can bring skills, experience, knowledge, advocacy, new perspectives and enthusiasm.

Benefits for Volunteers

- Enhance your customer service skills and improve communication skills
- Experience in a busy tourism environment
- Initial induction training, plus regular ongoing training
- Develop your team building skills by working in a friendly, supportive environment
- Become involved in the wider community and contribute to the promotion of South Bank precinct
- "Random Rewards"
- Participation in tourism product familiarizations
- Social activities

Volunteer Visitor Assistant Role

We offer a fun and friendly volunteer environment, and need volunteers to assist us with a variety of duties throughout the Parklands, Little Stanley Street and Grey Street and in and around the South Bank Visitor Centre. If you enjoy engaging with people and have a friendly and outgoing personality, please contact us.

The Volunteer Visitor Assistant will:

- Greet and assist guests coming into the Parklands
- Answer questions, offer directional assistance (i.e to attractions, services, restaurants, transport etc), provide general precinct information and distribute brochures on current events
- Will be stationed in key locations during the busiest times of the day/night
- Assist with South Bank events
- Have the opportunity to conduct tours of South Bank for visitors
- Work in and around the South Bank Visitor Information Centre and promote the services/products offered by it

Uniform

A uniform will consist of a long sleeved shirt, hat, name badge and sunscreen and will be provided. Ideally this is to be worn with black trousers / skirt.

Attachments

- Position Description
- Application Form

Selection Process

The selection process will include assessment of written applications, an interview and reference checks. Candidates will be shortlisted at each stage of the process.

Written Application

Your written application should contain the following information:

- A completed Application Form
- Other supporting information

Please email applications to: mwinn@brisbanemarketing.com.au

Interview

The interview will consist of behavioural questions and activities designed to assess the applicant's competency with particular reference to how you have responded to past situations.

Position Description

Position: Volunteer Visitor Assistant

Values for all Employees;	
1	Understand, own and advocate the vision of the organisation
2	Adhere to South Bank policies and procedures
3	Respect and understand our code of conduct
4	Acknowledge and respect others in the organisation
5	Seek, understand and respond to our Customers' and Stakeholders' needs and wants
6	Be a team player
7	Take ownership and pride in our facilities
Skills, knowledge and experience expectations for this Role;	
1	Proven customer service skills
2	Knowledge of Brisbane & South Bank precinct desirable
4	Good verbal communication skills
5	Basic computer skills
6	Cash handling experience desirable
7	Friendly, outgoing personality
8	Positive attitude
9	Reasonable fitness level
10	Willingness to continually update Tourism knowledge
Annual Commitment;	
1	1 X 4 hour shift per week minimum
Specific Tasks for this Role;	
4	Greet visitors and provide general onsite information at various locations within the South Bank precinct as directed by the South Bank Visitor Centre team.
5	Assist at South Bank events as requested
6	Distribute event/promotional material when requested
10	Opportunity to provide tours of South Bank for visitors
11	Promote & sell Tourism products offered at the South Bank Visitor Centre
13	Participate in product familiarizations and information sessions
14	Operate point of sale & credit card/eftpos facilities
15	Other duties as requested by the Team Leader, South Bank Visitor Centre Information & Booking Centre