

# Volunteer Position Statement

<b>POSITION TITLE</b>	<b>Arts, Culture and Tourism Volunteer (Tourism Ambassador)</b>
<b>REPORTS TO</b>	Manager, Arts Culture and Tourism
<b>CLUSTER</b>	Service Delivery
<b>DEPARTMENT</b>	Arts, Culture and Tourism (ACT)
<b>TEAM</b>	Events and Festivals
<b>EFFECTIVE DATE</b>	To be confirmed with volunteer

## ROLE PURPOSE

Our Tourism Volunteers are people who live in the community, are passionate about where they live and are happy to showcase Lake Macquarie and the region to our visitors. Volunteers will provide quality customer service to visitors and the local community in a positive, unbiased, professional and friendly manner.

## CORE TASKS

- Welcome visitors to the city, tourism hub locations and key events being held across the City and provide information to visitors on attractions, events and festival in Lake Mac
- Survey visitors to events as required

### This position:

- will require volunteers to be in uniform and work independently
- is located at locations including, but not limited to, Warners Bay Foreshore, Swansea Centre, Toronto Foreshore, Speers Point Park, Lake Mac Beaches, and at City events and festivals will also be requested.

## CRITERIA

- Willingness to learn, take direction and work as a part of a team
- Excellent communication skills and a enthusiasm to promote Lake Mac
- A general knowledge and interest in the local area and wider region
- Working with Children Check
- Ability to work in a team environment
- C class driver licence

## REQUIRED TRAINING

- Council Induction
- Site Inductions to all locations and events
- TAFE NSW Courses in Tourism, Travel and Hospitality Training Package (all costs covered)

## CONDITIONS OF SERVICE

The incumbent is required to comply with Council's Code of Conduct, policies and procedures, and other conditions of service outlined during training and induction.

<b>VOLUNTEER NAME</b>	
<b>SIGNATURE</b>	
<b>DATE</b>	