



## **Hobart Visitor Volunteer Roles and Responsibilities**

Hobart City Council is seeking to put together a team of volunteers who want to share the story of Hobart with and assist visitors to our great City.

The volunteer program will be run through the Tasmanian Travel and Information Centre (TTIC), which is a business unit of the Council.

Initially we are seeking volunteers for the days cruise ships are visiting Hobart.

We would like you:

- To be there when passengers disembark – to tell them how to get in to the City;
- To be there on the shuttle buses bringing passengers in to the CBD and the TTIC – to tell them what is on today, the weather and some of the many things to see and do;
- To be located in the Elizabeth Street Mall booth to answer questions and help give directions.

As a Hobart Visitor Volunteer you will greatly improve a visitor's experience and satisfaction in Hobart; complement the existing visitor services offered by the Tasmanian Travel & Information Centre and encourage visitors to return to Hobart and Tasmania.

### **Locations**

Stage 1 – Cruise Ship Season – November 2009 to April 2010

- On board shuttle buses for Cruise Ship passengers
- In Information Booth in Elizabeth Street Mall

Stage 2 – dependent on Volunteer numbers and availability

- In Information Booth in Elizabeth Street Mall
- Salamanca Market
- Taste Festival
- Other key event and key tourism hubs as required

### **Commitment from Volunteer**

- A minimum of two shifts per month
- Available to volunteer during Cruise Ship Season (Nov 2009 to Apr 2010 – see attached schedule)
- To attend briefings prior to shift (conducted 15 minutes prior to commencement of the shifts)
- Shift times are 3 or 4 hours:
  - Cruise Ship days – 7.45am to 11.00am; 10.45am to 2.00pm; 1.45pm to 5pm
  - Mall Booth possibly 9.45am to 2.00pm 7 days in Peak Tourist Season, then possibly 5 days (Monday to Friday) in June, July and August
- There is a mutual three month trial period after which we hope you will commit to the role for a minimum of twelve months

### **Volunteer Responsibilities**

- Provide their service of their own free will and without financial payment
- Successfully complete all components of the Volunteer Training Program
- Comply with relevant procedures and policies of the Hobart City Council and TTIC
- Not undertake work that will displace existing or future employees of the TTIC
- Be dependable, reliable and committed to the service
- Continue to develop product knowledge by attending tourism familiarisations and undertake additional training as required
- Maintain a high level of customer service in a responsible, dependable and courteous manner
- Cooperate with other volunteers and staff in the day-to-day operation of the service and respect the confidentiality of the service
- Provide feedback to HCC and TTIC as required
- Gather research from visitors as required
- Maintain a high level of integrity and refrain from expressing negative judgements and opinions to visitors
- Acknowledge that as tourism volunteers they represent the City of Hobart and their behaviour reflects upon the Council
- Provide reasonable notice to staff of dates they will not be available throughout the year for holidays or other reasons. Give at least two weeks written notice to the TTIC Coordinator if they wish to retire from the service
- Respect other people's views and values
- Respect the authority and decision making of TTIC staff

## **Selection Criteria**

- Excellent customer service skills
- Good knowledge of Hobart & Tasmania
- Willingness to learn more about Hobart and Tasmania
- Enjoy working in a team environment
- Computer and literacy skills
- Availability over Cruise Ship Season
- Age bracket: 18 – 80 years
- Language skills other than English are desirable but not necessary

## **Training**

Your training program will include:

- Induction Workshop
- Hobart Essentials Training – for example, the top 10 things to do in Hobart
- Regional Tasmanian overview
- Familiarisations of local area
- Customer service training
- Basic website training
- Observation session
- On the job training

We will provide you with an identifiable vest and sun hat and other necessary equipment for your role.

## **Rewards**

- Feeling of pride
- Sharing your knowledge of Hobart and Tasmania
- Meeting people from different countries and cultures
- Knowing you contributed to the experiences of over 60,000 cruise ship passengers and crew who visit Hobart annually

## **Additional Requirements**

- Punctuality
- Embrace customer feedback
- Effective participation in a team
- Attendance at daily briefings and training sessions
- Annual review with Volunteer Co-ordinator

## **Enquiries**

Enquiries can be made to Jenna Paul, Senior Team Leader, Tasmanian Travel & Information Centre.

Phone: 6238 4255

Email: [jenna.paul@hobartravelcentre.com.au](mailto:jenna.paul@hobartravelcentre.com.au)

**Submission**

Your Expression of Interest should be addressed to:

Hobart Visitor Volunteers

Hobart Travel Centre

GPO Box 503

HOBART TAS 7001

To be eligible for the first intake, expressions of interest will need to be received by close of business **5 October 2009**. However late applications may be accepted and considered depending on number of applications received.