

POSITION DESCRIPTION

Position Title:	Mornington Courthouse Visitor Centre Volunteer
Location:	2 Main Street, Mornington
Supervisor:	Courthouse Coordinator

Purpose

The Courthouse Volunteer is responsible for assisting Northern Mornington Peninsula Tourism Inc (NMPT) with the operation and daily running of the Mornington Courthouse Visitor Centre.

Authority

The acceptance of an application to become a Courthouse Volunteer is determined by the Courthouse Coordinator and can be rescinded without notice.

All enquiries, complaints and feedback are to be directed to the Courthouse Coordinator.

Key Responsibilities

1. Provide excellent customer service to visitors to the Courthouse in a professional, accurate and friendly manner
2. Respond to telephone enquiries in a professional, accurate and friendly manner
3. Record statistics in the diary and enter them into the system at the end of the shift
4. Enhance knowledge of local tourism businesses and promote **all** NMPT member products and opportunities – without bias
5. Maintain display stocks of tourism information and collateral (brochures and maps) etc. (replenish/tidy/dust – to maintain a neat and tidy appearance).
6. Notify coordinator in advance when unavailable for shifts, where possible

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7. Provide assistance during the annual Main Street Mornington Festival on the third Sunday of every October if available
8. Complete all record keeping requirements and maintain confidentiality of any NMPT member records and volunteer details
9. Do not guess if asked a question you are not sure of the answer
10. Be aware of our obligation to not favour one NMPT member over another and give personal preferences, but instead give a diverse range of options suitable to the customer's requests
11. Suggestions and feedback are welcome at any time
12. Maintain a professional dress standard and appearance and all volunteers are required to wear NMPT uniform the name badge provided
13. A 'Volunteer' name badge is to be worn until you receive your personal name badge and uniform
14. Open and close the Courthouse following the Open and Closing checklist and according to the scheduled times of 11am to 3pm Monday to Friday and 11am to 4pm Saturday and Sunday
15. Display the 'Back in 5 minutes' sign on the locked front door if the Courthouse is unattended at any time (please limit this as much as possible)
16. Follow the Courthouse Volunteer procedures
17. Any volunteer involved in school tours and mock trials must have a current Working With Children Check before participating. (Volunteer WWC are free of charge).

Optional

1. Attend meetings and morning teas as arranged
2. Attend Familiarisations as arranged
3. Attend functions as invited

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MORNINGTON COURTHOUSE VISITOR CENTRE VOLUNTEER APPLICATION FORM

Name:

Address:

Phone: Mobile:

Email:

Availability

Please list the day of the week that you would be available. Shift times are:

Monday to Friday 11am to 3pm

Saturday and Sunday 11am to 4pm. Preferred day(s) of the week (in order of preference):

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Reason for Volunteering

Provide a brief statement as to why you would like to volunteer at the Mornington Courthouse Visitor Centre.

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Background

Provide a brief description of your background, including time spent on the Peninsula, work background, customer service etc. (please attach your CV if possible)

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Signed: Date:/...../.....

Please return your application to: Courthouse Coordinator Mornington Courthouse Visitor Centre
PO Box 231, Mornington VIC 3931 or email coordinator@nmpt.com.au

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