

THE BENDIGO TRUST



Position Description

<u>POSITION TITLE:</u>	Visitor Services Officer & Guide
<u>LOCATION:</u>	Bendigo Joss House
<u>EMPLOYMENT STATUS:</u>	Volunteer
<u>REPORTS TO:</u>	Volunteer Coordinator
<u>REVIEWED:</u>	February, 2009

OUR ORGANISATION

The Bendigo Trust is a not for profit organisation responsible for managing, maintaining and promoting three of Bendigo's leading visitor attractions: Central Deborah Gold Mine, Bendigo Tramways and the Discovery, Science & Technology Centre, as well as the Bendigo Joss House.

The Trust's commercial objectives are directly related to increasing the level of year round visitation to all attractions. To achieve this it will undertake activities that will entice local, national and international visitors to discover Bendigo and our attractions, to stay as long as possible and encourage their return.

OUR MISSION

We make Bendigo's History come to life.

OUR VISION

We preserve, activate and promote Bendigo's working history through centres in and around Bendigo which display representative collections relevant to the region's history and environment. We encourage an interest in Australian history, and Bendigo's history in particular.

The role of the Visitor Services Officer and Guide contributes to The Bendigo Trust reaching the vision by: Welcoming visitors to the Joss House and presenting informative and engaging tours to a range of visitors and actively promoting the history of Bendigo and local tourism attractions.

OUR PRINCIPLES

The principles which guide board members, staff and volunteers of The Bendigo Trust are:

- Respect* We act with respect for each other, our visitors, and the sites and collections entrusted to us.
- Integrity* We act with integrity in all our dealings.
- Excellence* We seek excellence in performing our roles, we are professional in all our dealings, and always seek to identify and implement better processes and solutions to problems.
- Cooperation* We keep each other well informed and cooperate both in-house and with our stakeholders to achieve the aims of the Trust.

PRIMARY OBJECTIVE OF THE ROLE

The primary objective of the Visitor Services Officer & Guide is to welcome visitors to the Joss House and present informative and engaging tours to a range of visitors and actively promote the history of Bendigo and local tourism attractions.

KEY RESPONSIBILITIES & DUTIES

- Carry out Visitor Services functions: selling tickets and souvenirs;
- Conduct Joss House tours for public and group tours in the time frame determined for the tour;
- Maintain a professional, appealing presentation and accurate information for tour;
- Develop a good knowledge of the Bendigo Joss House and a general knowledge of the Chinese history in Bendigo;
- Current knowledge of opening and lock-up procedures;
- Regularly review and update tour presentation to maintain accuracy and freshness;
- Other Duties as required.

SKILLS AND ATTRIBUTES/SELECTION CRITERIA

1. Excellent verbal communication skills;
2. Strong ability to communicate relevant information to a range of ages in an interesting and engaging manner;
3. Ability to control and lead groups of people;
4. Ability to develop rapport with a range of people;
5. Able to confidently work alone or part of a small team;
6. Cash handling skills;
7. A genuine interest in the history of the Chinese in Bendigo.

SPECIAL REQUIREMENTS

There are no special requirements for this position.

Full training is provided.

OCCUPATIONAL HEALTH, SAFETY AND WELFARE REQUIRMENTS

Employees are responsible and accountable for:

- Complying with workplace procedures for risk identification, risk assessment and control.
- Participation in activities associated with the management of the workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.

The Bendigo Trust has a policy of no smoking in the workplace in line with current health and safety practice.

The Bendigo Trust is committed to a zero tolerance of alcohol and illicit drugs in the working environment, and will take all practicable steps to endeavour that all persons reporting for, or on duty have a zero blood level for alcohol and illicit drugs and are not impaired by other drugs.

DRESS CODE

Smart, neat attire required.

PAY AND CONDITIONS

This is a voluntary position.

HOURS OF WORK

Bendigo Trust attractions are open seven days per week, every day of the year except Christmas Day.

Presently, the Joss House is open on Wednesday, Saturday and Sunday each week between the hours of 11am and 4pm, and other times by appointment. It is the ultimate aim to have the Joss House open seven days per week.