POSITION DESCRIPTION – VOLUNTEER

POSITION OVERVIEW

New Brighton Info is an Information Centre that provides a welcoming place where all people in, and visitors to, the New Brighton community have access to the information they need to empower, enhance, and enrich their lives

Our volunteers are the first point of contact for visitors arriving at New Brighton Info. They provide customer service by using unbiased, appropriate, and up-to-date information on the recreation and social services available in the New Brighton community. They operate in a professional and friendly manner, both in person, by email and by phone.

KEY RESPONSIBILITIES

1. Be the first point of contact for visitors to New Brighton Info.
2. Create a warm and welcoming environment for visitors.
3. Attend to telephone, email, and walk-in enquiries in a friendly, empathetic, and professional manner.
4. Collect up to date information from stakeholders, local businesses, community organisations and social service providers via online sources including social media, phone and email.
5. Stock and monitor pamphlets/brochures and information.
6. General housekeeping duties to ensure the space is kept presentable to visitors.
7. Respond to requests for information via email or telephone.
8. Assist with the booking of appointments for people wishing to access social service providers.
9. Assist with the booking of meeting spaces.
10. Assist in the day-to-day operations of New Brighton Info as instructed by the Manager.

KEY SELECTION CRITERIA

1. A passion for, and knowledge of the New Brighton community.
2. Excellent communication and customer service skills in order to provide outstanding customer service to our visitors in-person, by email and by telephone.
3. The ability to communicate in an empathetic manner with people from all walks of life.
4. The ability to safely participate in the duties and responsibilities of the role.
5. Working knowledge of computers including Google Workspace, Internet and Emails.
6. Ability to work as part of a team.

HOURS/DAYS

Volunteers are the primary point of contact at New Brighton Info. To ensure the Centre is adequately staffed and volunteers both retain and update their local knowledge, volunteers should be available for a minimum of one shift per week.

These shifts cover 6 days per week and are rostered within opening times:

10am to 2pm (Monday- Friday)
10am to 1pm (Saturday)