

SHIRE OF ESPERANCE

VOLUNTEER POSITION DESCRIPTION



POSITION TITLE	Front of House Volunteer
DEPARTMENT / DIVISION	External Services: Community Support Esperance Museum
POSITION REPORTS TO	Cultural Officer

1. POSITION SUMMARY

Front of House Volunteers provide a warm and friendly welcome for visitors to the Museum and also play a valuable role in maintaining Museum security during opening hours. They engage with visitors and share knowledge and enthusiasm for the Museum and Esperance history. This is a key role ensuring that the Museum is open to the public each day.

2. ORGANISATIONAL CONTEXT

This position is a voluntary position under the direction of the Cultural Officer within the Shire of Esperance.

3. SPECIFIC ACCOUNTABILITIES FOR POSITION

- Follow Museum opening and closing procedures and be in attendance during the whole shift time.
- Follow basic security and emergency procedures.
- Meet and greet visitors and provide information about the Museum.
- Answer questions and record enquiries.
- Collection of money for entry fees and utilisation of the cash register.
- Collection of money for EBHS shop sales.
- Completion of the daily takings and ticket sales documentation.

4. SPECIFIC KNOWLEDGE, SKILLS AND EXPERIENCE

- Willing to volunteer unsupervised and able to use own initiative.
- Good communication skills, friendly welcoming manner and interest in meeting new people.
- Cash handling experience.
- Experience with till operations (or willing to learn).
- Volunteers should be comfortable with standing or sitting for periods of time as well as be comfortable in both busier and slower periods of time.

5. TIME COMMITMENT

- This role requires a time commitment of 3.5 hours per shift.
- Shift times are: 1:15pm to 4:45pm, seven days a week.
- Minimum commitment of one shift per month to ensure skills are maintained.
- There will be a trial period of 3 months to ensure that this is the right role for you.
- This is an ongoing role.

SHIRE OF ESPERANCE

VOLUNTEER POSITION DESCRIPTION



6. Occupational Health and Safety

- While volunteering, take reasonable care for the health and safety of all persons who are at your place of work and who may be affected by your acts or omission whilst volunteering.
- Follow all OSH policies, procedures and practices.
- Be a team player and maintain a realistic level of workplace harmony.
- Follow policies, procedures and practices that do not discriminate against individuals in employment or education on the basis of race or ethnicity, sex, marital status, pregnancy, sexual preference, disability, age and religious or political affiliation.
- Observe National Privacy Principles and Privacy legislation.
- Always be supportive of management policies and procedures as well as Council's Code of Conduct.

7. Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.
- Exercise a high level of interpersonal skills in dealing with the public and others.

8. SIGNATURE

Signed by Volunteer..... Date.....

Signed by Supervisor..... Date.....

As the representatives of the Esperance community, the Council and Shire staff are guided by the values of **PRIDE:**

Professionalism - in the standards and ethics of our actions

Respect - through courtesy and honesty in our dealings with all people

Integrity - that builds community trust

Dedication - of a committed team that works together to provide leadership for the community

Excellence - in the service that we provide for the community