

POSITION DESCRIPTION

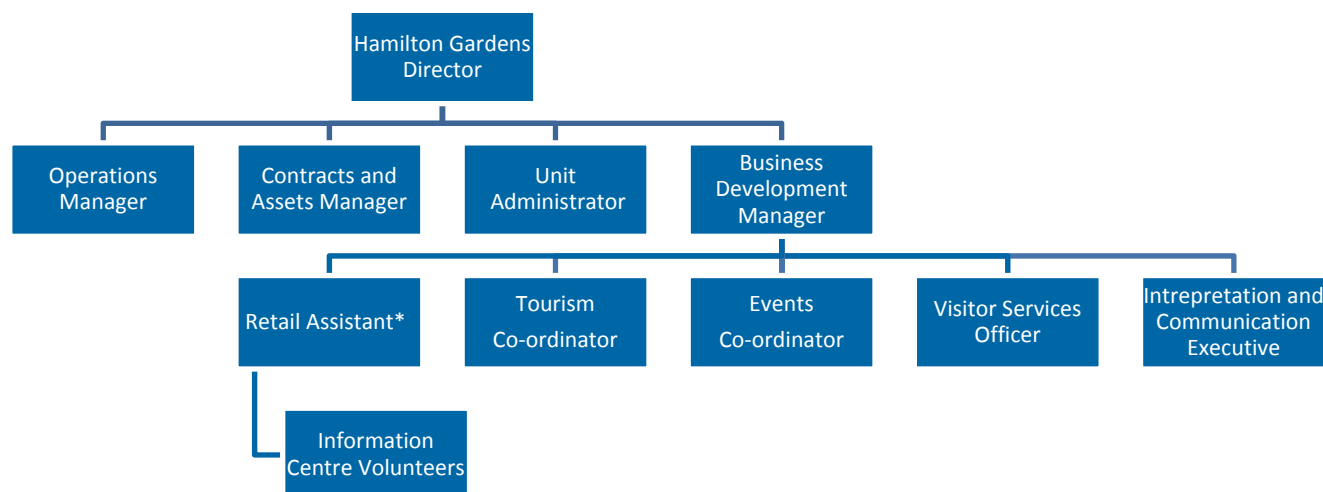
Position Description Hamilton Gardens Information Centre Volunteer

Unit	Hamilton Gardens
Group	Community
Reports to	Retail Assistant or Duty Staff member
Responsible for (number of staff)	Nil
Budget responsibility	Nil
Delegated authority	Nil
Date reviewed	October 2018

Position overview

The Hamilton Gardens Information Centre Volunteers play an important role by providing helpful, professional and personal service to Hamilton Gardens visitors.

Team structure



* Information Centre Volunteers report to the Duty Staff member when the Retail Assistant isn't working.

What you will do in this position

Key Activity	Responsibilities
Information Provision	<ul style="list-style-type: none">• Provide current information and support to visitors in a professional and friendly manner• Provide information about the site layout, points of interest and general orientation• Answer visitor question to the best of your ability – if you require support contact Hamilton Gardens staff• Promote current and future development as well as attractions and events• Positively promote Hamilton Gardens and things to do within Hamilton and the Waikato region
Customer Service	<ul style="list-style-type: none">• Ensure visitors are greeted and feel welcome• Interactions with the general public and staff members is done so with a helpful can-do attitude that results in a positive customer experience• Answering incoming phone calls and transferring calls when required• Hire out mobility scooters and wheelchairs• Provide support to Hamilton Gardens staff when required• Walk around the enclosed gardens assisting visitors
Retail Sales	<ul style="list-style-type: none">• Promote and sell retail products• Re-stock shelves with barcoded product• Process shop sales including EFTPOS transactions and cash handling• Promote and sell Waikato River Explorer tickets
Health and Safety	<ul style="list-style-type: none">• Adhere to Health and Safety policies and procedures, enabling a safe and healthy work environment for all workers and members of the public• Participate in health and safety relating to position activities• Stop and/or report any unsafe practices

Person specification

Knowledge, Skills, Abilities and Qualifications

Essential	<ul style="list-style-type: none">• Knowledge of Hamilton Gardens (training/resources are provided)• Great communication skills in the English language• Passionate about Hamilton Gardens• Good understanding of New Zealand currency and cash handling• Enjoy interacting with a wide range of people• Good mobility and physical ability to complete the role's responsibilities
Preferred	<ul style="list-style-type: none">• Customer service experience

NOTE: This position description is a broad outline of the key activities and responsibilities for this position. Key responsibilities may vary from time to time, at the request of the team leader/manager to accommodate the operational needs of the team.



VOLUNTEER APPLICATION FORM

Thank you very much for expressing an interest in becoming a volunteer at Hamilton Gardens.

We want our volunteers to have a rewarding and enjoyable time working at Hamilton Gardens. Full training will be provided. In the Information Centre, we are looking for volunteers who enjoy interacting with a wide range of people and completing a range of retail tasks.

Our volunteers are all members of the Friends of Hamilton Gardens so you will need to become a member if you are not already.

Please complete this form to begin the application process.

Contact information:

Full Name: _____ DOB: _____

Address: _____

_____ Tel Home: _____

Tel Mobile: _____ Email: _____

Please tick areas of interest below:

- Volunteering in the Information Centre – requires a half day (3-4 hours) commitment per fortnight
- Tour guiding

Availability

What times are you available? Please circle days and times below:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
am / pm	am / pm	am / pm	am / pm	am / pm	am / pm	am / pm

Skills and Interests:

1. What previous paid employment have you undertaken?
2. What previous volunteer experience do you have?
3. Do you have any special skills, hobbies or qualifications?
4. Do you have any special requirements?
5. Do you speak any language other than English?

Do you have any special health requirements? If so, please explain:

Declaration:

If accepted to undertake voluntary work for Hamilton City Council:

I am happy to undertake any training required (costs to be met by the Council) in my voluntary role.

I acknowledge and accept that the Council will not be liable for any accidents/injuries sustained whilst undertaking voluntary work.

Disclaimer and Signature

The above information is true and correct. I understand that this information will be used to assess my suitability as a Hamilton Gardens volunteer. If unsuccessful the information will be destroyed. Should my application be successful the information on this form will only be used and disclosed to Hamilton Gardens staff in relation to my duties and responsibilities. It will be securely stored by Hamilton Gardens Volunteer Co-ordinator for the purpose of keeping a volunteer database, and treated in a confidential manner. Volunteers may be required to complete a full security check, if the position requires it.

Signature: _____ Date: _____

**Please return to: Tamsin Webb, Business Development Manager, Hamilton Gardens
Hamilton Gardens, Private Bag 3010, Hamilton, 3240
Tel: (07) 838 6560, Email: tamsin.webb@hcc.govt.nz**