BUSINESS CHAMBER TAMBORINE MOUNTAIN

VISITOR INFORMATION CENTRE
TAMBORINE MOUNTAIN

POSITION DESCRIPTION

ROLE TITLE	**Tamborine Mountain VIC Manager**
DATE	February 2024
REPORTS TO	Business Chamber Tamborine Mountain Secretary
TERMS	Voluntary with stipend, minimum 8 hours per week
LOCATION	Tamborine Mountain VIC and offsite for administration work
ROLE OBJECTIVE	To manage the VIC and its volunteers in accordance with guidelines from Scenic Rim Regional Council and Tourism Queensland
DUTIES:	As below

CUSTOMER SERVICE

- ensure all visitors to the Centre are serviced with pride, professionalism and efficiency which successfully engages them to connect with tourism and recreational experiences in Tamborine Mountain and the wider Scenic Rim region
- communicate information to visitors and deal with enquiries in person and by post, email, social media and phone
- ensure that volunteers keep the Centre well-stocked with leaflets and brochures about local and regional events and attractions
- maintain a close relationship with the local and regional tourist association and industry bodies
- develop good working relationships with community and business groups
- actively encourage new members and support and promote existing members of the Chamber
- keep up to date with changes in tourist activities and events

PEOPLE MANAGEMENT

- provide fair and equitable recruitment practices, training and supervision of the Centre's volunteers including performance reviews when required
- develop and maintain volunteer rosters, issuing regularly at least one month in advance
- ensure volunteers adhere to WHS requirements and other risk management principles
- initiate and conduct regular familiarisations of local and regional destinations and products

ADMINISTRATION

- ensure the Centre's Business Plan and Operations Manual are up to date in accordance with QLD VIC Accreditation Standards
- ensure the Centre operates as efficiently and cost effectively as possible achieving all standards and targets
- work with the Chamber to determine tourist gift merchandise to sell in the Centre and purchase items as approved
- manage the Centre's EFTPOS and stock recording system, liaising with the relevant third-party provider as appropriate
- oversee the quarterly stock taking of gift merchandise
- co-ordinate and supervise banking and booking processes
- assist in the production of monthly and quarterly reports for the Chamber and Council committees
- represent the Centre at relevant board and/or management committee meetings

WORK ENVIRONMENT

- ensure the Centre is attractively and informatively presented, easy to use and accessible
- oversee the repairs and maintenance of the Centre, in accordance with the Council's Operational Matrix and legislated safety standards, reporting to the Chamber Committee of items and events that require remediation
- oversee the Council's bi-annual safety audit and report all findings to the Chamber
- liaise with the Council regarding services they provide to the Centre when required

REQUIRED SKILLS, KNOWLEDGE AND EXPERIENCE

- sound knowledge of the local area and tourism related businesses
- enthusiasm and ability to communicate with a variety of people
- excellent personal presentation
- demonstrated ability to manage, and work within, a team of volunteers

GENERAL TERMS

All staff and volunteers of the Tamborine Mountain Visitor's Information Centre are bound by the requirements of the Local Government Act 1993 and the Council's Code of Conduct to act with integrity and in a way that shows a proper concern for the public interest.

WORKPLACE HEALTH & SAFETY

Council is committed to a safe and healthy work environment. Comprehensive workplace health and safety policies and procedures are in place to ensure staff and volunteers are not placed at risk while at work or volunteering their labour. All parties carrying out work at Council premises involving volunteers associated with Council must give full support to Council's health and safety legislation. We seek from every volunteer active co-operation with

those responsible for the effective planning, organisation and monitoring of our health and safety.

The Tamborine Mountain Visitor Information Centre is fully accredited with Tourism Queensland as a Visitor Information Centre and is a member of the Queensland Visitor Information Centres Association.

ACCEPTANCE

Volunteer Name	
Volunteer Signature & Date	
Business Chamber Tamborine Mountain Name	
Business Chamber Tamborine Mountain Signature & Date	