



Volunteer Task Description

Role Title: Visitor Information Front of House Support

Responsible to: Visitor Information Manager

Key relationships:

- Other volunteers
- Visitors to the Information Centre
- Katch Katikati Staff
- Katch Katikati Board Members
- Tenants and users of the Arts Junction facility

Purpose and tasks:

Cover the Visitor Information Centre desk. To welcome people to the Arts Junction and to Katikati. To be the face and first impression of Katch Katikati, Katikati Visitor Information Centre, the Arts Junction.

This means we want to provide our visitors:

- friendly, welcoming, interesting unique and experiences
- treat people as you would like to be treated

Your tasks will be to:

- welcome visitors
- provide information as required to visitors
- process shop sales
- support Katch Katikati staff

Key skills:

It is acknowledged that not all candidates will have all of the skills, knowledge or experience:

- interpersonal communication
- warm, friendly, polite pleasant well organised
- bright and bubbly
- use of common sense and practical thinking
- self-motivated to find things to do in downtimes
- able to use computer software
- able to give information about the area
- experience with multi cultures
- have a keen interest in what is happening in the area

Time commitment involved:

Shifts are either 9am – 12.30pm or 12.30pm – 4pm weekdays
Weekends and public holidays 10am – 2pm