

ADELAIDE RIVERBANK

VOLUNTEER POSITION DESCRIPTION

NATURE OF EMPLOYMENT

Volunteer

REPORTS TO

The Volunteer Coordinator

BACKGROUND

The Adelaide Riverbank is the heart of our vibrant city and is currently undergoing a significant redevelopment.

The role of the Adelaide Railway Station and Adelaide Riverbank volunteers is important in assisting commuters to have safe and easy access to new pathways.

Volunteers will assist the community in utilising temporary pathways from the Adelaide Railway Station to the Adelaide Oval and Festival Centre during construction works.

Friendly community minded people with excellent customer service skills will be guiding commuters with clear directions on how to successfully and efficiently reach their destinations.

INTERPERSONAL SKILLS

- Volunteers must demonstrate good communication skills
- Volunteers must have a high level of customer service skills
- Volunteers must be friendly and approachable at all times

TASKS

- Welcome commuters to the Adelaide Railway Station and Adelaide Riverbank, in a friendly manner
- Actively approach commuters and visitors to help direct them to new routes in exiting the train station and getting around the surrounding Adelaide Riverbank.
- Assist commuters with new routes to access the Adelaide Oval and / or Festival Centre
- Give wayfinding maps to the general public if requested or direct to wayfinding signage
- Direct public to the Adelaide Riverbank website for further information (theadelaideriverbank.com.au)
- Be familiar with exit, entry points and amenities available at the train station and close by
- Any other task as requested by the Volunteer Coordinator

DATES AND TIME REQUIRED

The commencement of the Adelaide Railway Station and Adelaide Riverbank volunteer program will commence on Thursday 8 December, 2016. All volunteers will receive their weekly rosters in advance.

A three (3) hour shift is available from Monday through to Sunday, commencing at 8.00am, 11.00am, 2.00pm and 5.00pm.

If volunteers are unable to attend a rostered timeslot then they must contact the Volunteer Coordinator well in advance, so a replacement can be contacted.

LOCATION AND TRANSPORT

Renewal SA will provide volunteers with bus or train tickets to attend their shifts. Please ensure you are familiar with the Adelaide Riverbank venues in the precinct.

MEALS

Renewal SA will provide a food voucher to volunteers whilst on their shift, including bottled water.

VOLUNTEER UNIFORMS

Renewal SA will provide official Adelaide Riverbank t-shirt and cap. Volunteers to wear their own denim or black trousers or knee length skirts. Closed in, flat comfortable shoes. Please note you will be standing for the entire duration of your three hour shift.

VOLUNTEER COORDINATOR

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