

**Position Title:** Visitor Services Volunteer Ambassador

**Location:** Visitor Information Centre  
Marine Parade, The Entrance NSW 2261



**Reports to:** Brooke Longford  
Team Leader, Visitor Services  
Central Coast Council  
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**Purpose of role:** To bring a unique and positive perspective of the Central Coast, enhancing the Visitors experience by providing knowledgeable and unbiased information to visitors and the local community.

**Duties and key responsibilities:**

- Providing customer service and knowledgeable, unbiased information on the Central Coast and surrounding regions to visitors and the local community by face to face and phone enquiries.
- Encourage visitors to explore the region and become advocates of the Central Coast.
- Sales of souvenirs and local products

**Skills and personal qualities:**

- Good general knowledge of The Entrance and Central Coast region
- Customer service skills
- Basic computer skills
- Reliable
- Ability to work as part of a team

**Training requirements:**

- Induction and orientation with Volunteer Co-ordinator
- WHS site induction
- Online training modules applicable to role
- On the job training
- Attend any relevant training days / familiarisations

**Benefits to volunteer:**

- Develop new skills and gain experience
- Build confidence
- Social interaction and community engagement

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Developed by: Brooke Longford  
Team Leader Visitor Services  
Central Coast Council

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