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MORNINGTON COURTHOUSE VISITOR CENTRE VOLUNTEER

Thank you for your interest in becoming a volunteer at the Mornington Courthouse Visitor Centre (Courthouse).

The Courthouse is operated by Northern Mornington Peninsula Tourism Inc (NMPT), a not-for-profit organisation, showcasing the northern Mornington Peninsula and promoting NMPT members. NMPT also produces the Main Street Mornington Festival annually.

The volunteers are an integral part of the Courthouse and each individual is valued greatly by the NMPT committee, Courthouse Coordinator, and NMPT members. The Courthouse aims to provide valuable and accurate information to visitors, local members of the community, and businesses.

Please read the Position Description on the following page carefully and if you are interested in joining our team forward the completed application form (page 4) to me at the email or postal address below. I will then be in contact with you to discuss your application and to advise if there are currently any positions available.

Thank you again for considering volunteering with the Courthouse.

Yours sincerely

Judy Ansermino
Courthouse Coordinator
Mornington Courthouse Visitor Centre
coordinator@nmpt.com.au

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POSITION DESCRIPTION

Position Title:	Mornington Courthouse Visitor Centre Volunteer
Location:	2 Main Street, Mornington
Supervisor:	Courthouse Coordinator

Purpose

The Courthouse Volunteer is responsible for assisting Northern Mornington Peninsula Tourism Inc (NMPT) with the operation and daily running of the Mornington Courthouse Visitor Centre.

Authority

The acceptance of an application to become a Courthouse Volunteer is determined by the Courthouse Coordinator and can be rescinded without notice.

All enquiries, complaints and feedback are to be directed to the Courthouse Coordinator.

Key Responsibilities

1. Provide excellent customer service to visitors to the Courthouse in a professional, accurate and friendly manner
2. Respond to telephone enquiries in a professional, accurate and friendly manner
3. Record statistics in the diary and enter them into the system at the end of the shift
4. Enhance knowledge of local tourism businesses and promote **all** NMPT member products and opportunities – without bias
5. Maintain stocks of tourism information and collateral (brochures and maps) by ordering them, or recording the need to order them on the order form
6. Notify coordinator in advance when unavailable for shifts, where possible
7. Provide assistance during the annual Main Street Mornington Festival on the third Sunday of every October if available
8. Complete all record keeping requirements and maintain confidentiality of any NMPT member records and volunteer details

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9. Do not guess if asked a question you are not sure of the answer
10. Be aware of our obligation to not favour one NMPT member over another and give personal preferences, but instead give a diverse range of options suitable to the customer's requests
11. Suggestions and feedback are welcome at any time
12. Maintain a professional dress standard and appearance and all volunteers are required to wear the name badge provided
13. A 'Volunteer' name badge is to be worn until you receive your personal name badge
14. Open and close the Courthouse according to the scheduled times of 11am to 3pm Monday to Friday and 11am to 4pm Saturday and Sunday
15. Display the 'Back in 5 minutes' sign on the locked front door if the Courthouse is unattended at any time (please limit this as much as possible)
16. Follow the Courthouse Volunteer procedures
17. Any volunteer involved in school tours and mock trials must have a current Working With Children Check before participating, and NMPT will pay for a volunteer application if one is not held

Optional

1. Attend monthly morning teas
2. Attend Familiarisations arranged
3. Attend functions as invited

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MORNINGTON COURTHOUSE VISITOR CENTRE VOLUNTEER APPLICATION FORM

Name:
Address:
Phone: Mobile:
Email:

Availability

Please list the day of the week that you would be available. Shift times are:

Monday to Friday 11am to 3pm
Saturday and Sunday 11am to 4pm

Preferred day of the week (in order of preference):

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Reason for Volunteering

Provide a brief statement as to why you would like to volunteer at the Mornington Courthouse Visitor Centre.

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Background

Provide a brief description of your background, including time spent on the Peninsula, work background, customer service etc.

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Signed: Date:/...../.....

Please return your application to:

Courthouse Coordinator
Mornington Courthouse Visitor Centre
PO Box 231, Mornington VIC 3931 or email coordinator@nmpt.com.au

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