



## **BURRINJA**

### **Volunteer Position and Role Description**

**Shifts available:** 3 hour shifts are rostered.  
Across 6 days per week.

**Reports To:** Volunteer Coordinator || Box Office Coordinator

**Internal Liaison:** Burrinja Staff, other Volunteers, Catering Staff

**External Liaison:** Patrons, Hirers, Tenants, Artists and any users of the venue.

### **Burrinja**

Burrinja (the Dandenong Ranges Community Cultural Centre Inc) is a vibrant cultural centre offering a broad range of arts, cultural, performance, education and community related experiences that work toward its mission: ***Building community through arts.***

Burrinja encompasses visual and performing arts activities and events, an extensive public collection of Indigenous and oceanic art, 400 seat theatre, black box space, multiple gallery spaces, cultural education, arts incubator studios, live music, community cultural development projects, rehearsal, making and meeting spaces, and Burrinja Cafe + Bar.

Volunteers are at the heart of Burrinja. The organisation was founded by volunteers and has continued to thrive because of the valuable time, energy and commitment they give. The staff team are also supported by a voluntary Board of Management who commit their time to strategic management of the organisation.

The volunteer team is vital to ensuring that visitors have a positive and enjoyable experience, that the venue runs smoothly and that it remains an affordable resource for the local community.

### **GENERAL POSITION OBJECTIVE**

Our Front of House/Reception volunteers have a customer service focus. They are the first point of contact for visitors, and need to answer enquiries about events and happenings at Burrinja (galleries, theatre, music, artist studios, workshops and events) via telephone, email and in person. Volunteers will also be trained on our online ticketing system and will sell tickets via phone and in person. There is also some cash handling, processing credit card payments and assisting in general administration duties.

As the public face of Burrinja Volunteers need to be approachable, friendly and knowledgeable about the Centre, its events and activities, the McLeod Gift Collection, exhibitions and studio artists.

Burrinja's daily front of house operations including box office ticket sales, customer service and reception duties, retail, gallery exhibition and Collection information. Opportunities may also arise from time to time for volunteers to help with gallery tours and special projects.

### **VOLUNTEER - BOX OFFICE & RECEPTION**

Duties include, but are not exclusive to, selling tickets via our online ticketing system, answering queries both in person, over the telephone and electronically, inputting data on the ticketing system, cash handling, processing credit card payments, general administration.

Volunteers will not be asked to undertake tasks beyond their level of experience or without the appropriate training to do so. On any one shift a volunteer may be assigned a range of different tasks.

### **To get the most out of volunteering at Burrinja we ask that all volunteers:**

- Feel confident using a computer, internet, word processing, emailing and box office ticketing program (training will be given)
- Have a professional and friendly manner so that all visitors to Burrinja feel welcome and enjoy their visit to the Centre

- Have an enthusiasm and interest in learning about the work of Burrinja and sharing this knowledge with visitors to the Centre
- Show a pride in delivering good customer service to all visitors at the Centre
- Have a professional and neat presentation
- Are reliable, punctual and trustworthy
- Are happy to work as part of and contribute to a small, dedicated team
- Are happy to work flexibly within a team
- Are able to effectively communicate with a wide range of people

All Volunteers are expected to adhere to the Policies and Procedures of Burrinja. Volunteers will be given an induction when joining the team. Training will be provided on individual tasks and systems.

### **Time commitment**

Given the wide range of volunteer support that we need there are opportunities for people who want to make a regular commitment a couple of times a week or for those who can just give. Some opportunities have set times others have more flexibility but we generally require a minimum of 3hrs for a shift.

### **Set times for specific duties:**

Day Box Office Reception: 10am - 1pm or 1pm - 4pm. 6 days per week.

We do ask that **all volunteers** attend the regular training sessions that are held. These are held every three months and are held in the evening. This is important as it ensures that everyone keeps up with the developments at Burrinja and that we all have a chance to get to know each other.

### **How to Apply to Join the Volunteer Team**

Apply to Join the Burrinja Volunteer Team online via the website link or by copying and pasting <https://burrinja.wufoo.eu/forms/s14t294u1r4xvm3/> into your browser.

For more information contact

Tracy Hayllar or Anda Petrapsch  
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Tracy Hayllar,  
Volunteer Coordinator,