

## BURRINJA

### Visitor Experience Volunteer Position and Role Description

- Shifts available:** 3 hour shifts are rostered across 6 days per week.
- Reports To:** Volunteer Coordinator
- Internal Liaison:** Burrinja Staff, other Volunteers
- External Liaison:** Patrons, Hirers, Tenants, Performers and 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.***

The centre encompasses multiple gallery spaces, a world-class collection of Indigenous and oceanic art, the Aerie Creative ecology artists' studios, performing arts spaces including a 400 seat theatre, kids 'stay and play' art activities, rehearsal, making and meeting spaces, workshop spaces, community cultural development projects, museum collection management, live music, and on site café.

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 the 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 Visitor Experience Volunteers are the first point of contact for visitors to the centre and as such are the public face of Burrinja. As a volunteer you will be expected to be an active, motivated and passionate member of the Burrinja Team; maintaining our high standard of customer service to our visitors as well as being a source of information for visitors.

### Duties and Responsibilities:

- Welcoming all visitors, individuals and groups, to Burrinja
- Dealing with enquiries and giving information about all aspects of Burrinja, including current and forthcoming exhibitions, theatre shows, public programs,

the Aerie Creative Ecology artists' studios, the building and facilities including the café, gallery shop, venue hire and Burrinja's history and mission.

- Selling tickets to our theatre program to patrons on the phone or in person using our online ticketing system, and selling merchandise from our gallery shop. Cash handling including Eftpos and other forms of payment processing is required.
- Ensure our Front of House and other public areas are clean and tidy
- Reception duties including answering and redirecting phone calls, managing and responding to emails and encouraging patrons to join our database.
- Promoting our membership scheme.
- Setting up for events, such as exhibition openings and public programs
- Assisting with administrative tasks as required
- Invigilating exhibitions in the gallery spaces.
- Selling items from our gallery shop.

### **Skills:**

- 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
- Be enthusiastic about arts and culture
- Feel confident using a computer, word processing, emailing and databases, and to learn how to use our box office ticketing system (training will be provided for this)
- Show a pride in delivering exceptional customer service to all visitors at the Centre
- An appreciation for cultural diversity and an ability to work and communicate with people from diverse backgrounds
- 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
- Good telephone manner
- Ability to commit to assigned shifts
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### **Training:**

- Training will be provided via induction, on the job and in training sessions held throughout the year, during the day and in the evenings. We ask that all

volunteers attend training sessions to keep up with developments at Burrinja and have a chance to get to know each other. All Volunteers are expected to adhere to the Policies and Procedures of Burrinja.

**Benefits:**

- Complimentary tickets to selected shows subject to availability
- Invitations to all exhibition openings
- Complimentary membership (issued on completion of a 3 month probationary period) which entitles volunteers to 10% discount on purchases in the café and gallery shop, and tickets for Burrinja Season shows at Friends of Burrinja prices.
- Work in an enthusiastic team environment
- Various Training opportunities
- Develop customer service, administrative and IT skills
- Opportunities to make new friends.

**Commitment required:**

- Minimum commitment of 12 months is preferred
- Volunteers are required to commit to do a minimum of one 3 hour shift per week. Current shifts are 10am – 1pm or 1pm – 4pm, Tuesday – Sunday
- Volunteers will be subject to a three month probationary period

For more information contact

Jane Thomas  
Burrinja,  
351 Glenfern Road,  
Upwey, 3158  
Tel: 9754 8723  
Email: [belong@burrinja.org.au](mailto:belong@burrinja.org.au)

Jane Thomas  
Volunteer and Customer Experience Coordinator