

Customer Service Volunteer Activity Sheet

The National Trust of South Australia actively conserves, manages and promotes South Australia's indigenous, natural, built, historic heritage and culture, and does so as a community-based, not-for-profit, non-government organisation.

NTSA'S core responsibility is the preservation, management, maintenance and promotion of historic sites, natural reserves, museums, folk history, collections, and heritage. Our Aim is to raise awareness in the broader community and to encourage current and future generations to explore their past, immerse themselves in the present and imagine their future heritage.

The National Trust in South Australia has active programs in three main areas:

- Managing heritage buildings and nature reserves including over sixty museums and folk history collections.
- Devising and disseminating policies on a range of heritage issues and lobbying for improved protection of our heritage.
- Providing awareness raising programs in the broader community on cultural and natural heritage matters.

The South Australian community enjoys and values its culture and heritage, and the National Trust honours the fundamental conservation and promotion of all these historic, natural, built, and cultural, sites and objects, those that created our unique and genuine Australian character.

Why does National Trust SA need my support?

National Trust SA manages multiple properties across South Australia with limited resources and staff.

We rely heavily on dedicated volunteers who are enthusiastic about customer services for our historical properties and locations.

What skills, qualities and experience do I need?

- Flexibility and adaptability with a willingness to work with others
- Ability to follow Safe Work practices and procedures while maintaining a safe working environment
- Exceptional time management skills
- Proficient in computer technology an advantage but not mandatory as training will be provided
- Ability to display exceptional customer service standards with a high level of communication skills
- Working cooperatively and collaboratively in a team with other volunteers, site staff, team leaders and external contractors
- Displaying an ability to liaise with persons from a range of diverse culturally and linguistically diverse backgrounds
- We encourage and support volunteers of a diverse range of skills, experience and abilities
- A current Working with Children Check & Police Check – or a commitment to get one before starting your role as a volunteer may be required [**conditions apply**]ⁱ

What will I be doing?

- Meeting, greeting and managing a diverse range of visitors through NTSA properties, both in person and electronically.
- Participating in and performing Point of Sales [POS] transactions that suit the diverse needs, ages, interests, and abilities of our visitors
- Undertaking sales reconciliations as required
- Following money handling policies and procedures
- Working as part of a team or solo to deliver exceptional customer service to all visitors both internal and external
- Distributing relevant resources and written information to participants as requested
- Opening and closing of facilities on rostered days, as required
- Continually upskilling and participating in training on new and updated information relative to the location and building
- Demonstrating safe work practices and procedures

What support and training will I receive?

- Induction and familiarisation visits to the site with site staff and team leaders
- Guidance on the historical information and the supporting policies and procedures of National Trust SA and what this means for customer service volunteers and staff
- Training in Safe Work procedures for work in your nominated area and site-specific requirements
- Continued and ongoing support from location staff and team leaders
- First Aid Certification
- Manual Handling

What will National Trust SA expect from me?

- Be the friendly face of the National Trust and behave in a professional manner at all times
- Be reliable in attendance and dependable
- Observe organisational policy and procedures and follow all reasonable directions from staff and team leaders
- Attend your volunteer shift dressed in uniform [*conditions apply*]ⁱⁱ
- Always displaying your name badge when volunteering
- Maintain a good working relationship with staff, team leaders and other volunteers and members of the public
- Attend appropriate training as required
- Attend and actively participate in scheduled team meetings
- Maintain confidentiality and privacy in all aspects of your volunteering and report any conflicts of interest arising or of concern
- Any documentary or other material [including any copyright applying thereto] you are provided with or is created by you during your term of volunteering remains the property of National Trust SA

What can I expect from National Trust SA?

- To always be treated fairly and with respect
- Discount at all National Trust SA properties retail outlets
- Free entry to all National Trust SA properties throughout South Australia
- Recognition and appreciation for your volunteering contribution

- A full induction highlighting volunteer career paths and a training programme with ongoing support.
- To be fully covered by insurance during your volunteering experience

Where will I be based?

The location of your volunteering is: _____ and will commence: _____
Insert location official name *Insert date*

at which time you will be given a site familiarisation with your Team Leader: _____
Insert Team Leader name

Your 2-month probation period commences from the above date.ⁱⁱⁱ

ⁱ By law all persons working with children and/or vulnerable persons are required to obtain a Working with Children Check prior to commencing any voluntary or paid work; obtaining such documents are subject to your location and exposer and will be advised by your Team Leader at your familiarisation.

ⁱⁱ At the completion of your probationary period, you will be provided with a badge, NTSA Card and uniform.

ⁱⁱⁱ 202403_VP_Activity Sheet_Customer Service Volunteer