

March 2010

Volunteer Visitor Information Officers

A large number of volunteers contribute to the Art Gallery and work as information officers at our reception desk.

Duties include:

- Greeting and acknowledging visitors to the Gallery in a friendly and engaging manner.
- Clearly and concisely respond to general enquiries, and in particular about:
 - the Gallery's public programs
 - the Collection and exhibits
 - general facilities
 - the Cultural Centre and adjacent facilities such as PICA, Museum, Library etc.
 - the CBD, tourist outlets, transport etc.
- Cloak visitors' bags or parcels which are not suitable for entry to the Gallery spaces
- By explanation, and using printed maps and location guides, direct customers to differing locations, sites or exhibits around the Gallery.
- Positively enhance the visitor's experience of the Gallery by:
 - providing feedback
 - participating in, and assisting with, the development of strategies
 - encouraging and advocating visitor participation in activities.
- Maintain information manual according to approved procedure.
- Maximise visitor access to the Gallery's printed promotional material by maintaining and actively distributing a readily available supply of schedules, fliers, leaflets etc.
- Maintain knowledge of current and scheduled Gallery activities, programs, exhibitions, minor works, calendar events etc., in order to provide effective customer service.

If you are interested in this voluntary position, please contact the Volunteer Services Coordinator on 9492 6600 during business hours.