

<b>Position Title</b>	<b>PSKS Volunteer Ambassador</b>
<b>Group</b>	Community Futures
<b>Section</b>	Holiday Parks
<b>Unit / Site</b>	566 Gan Gan Road, One Mile
<b>Date Updated</b>	November 2024
<b>Prepared By</b>	Melinda Atkinson, PSKS Assistant Manager
<b>Position Reports To</b>	PSKS Team Leader

### Primary Purpose of Position

The position is highly visible and will carry out guest facing duties that contribute to the daily operations of the Port Stephens Koala Sanctuary. Duties include guiding Koala Experience tours and assisting guests along the Sanctuary Storywalk, *SKYwalk* and Viewing Platform.

### Duties & Responsibilities

- Educate visitors on koalas and PSKS's conservation efforts, providing accurate information based on the Guide Manual and official PSKS resources
- Enhance the visitor experience by engaging with guests, answering questions, and providing informative insights
- Promote donations and koala adoptions, emphasising PSKS's reliance on public support for its conservation work
- Guiding koala experience tours and liaising with our partners, Port Stephens Koala Hospital and its volunteers in line with PSKS's scripts and materials, offering in depth information about wild koalas
- Support PSKS staff to deliver excellent customer service to Sanctuary guests and visitors
- Respond to customer / guest inquiries to provide exceptional service and information as required (training provided)
- Communicate and liaise with Sanctuary staff, management and visitors in a manner that encourages safety, teamwork and enhances the Sanctuary's presentation and guest experience
- Work to ensure duties are carried out in a manner that complies with NSW Work Health and Safety legislation, and Council's Code of Conduct and operating procedures maintaining cleanliness in visitor interaction areas, ensuring safe conditions, while adhering to work health and safety policies.

## Position Description

- The PSKS Volunteer Ambassador role is available 7 days per week, Monday to Sunday

\*Shift times are:

- Morning 9:30am - 12:30pm
- Afternoon 12:30pm - 3:30pm

*Note: \*Shift Times are flexible*

- Please note this role has NO direct animal contact
- Successful applicants will be required to attend a short interview and induction/training sessions. Training and resources to ensure you have what you need for the above core duties will be provided.

## Skills and other requirements

- Strong communication and interpersonal skills
- Ability to work in a team environment
- Ability to undertake specific tasks
- Ability to multi-task and problem solve
- A good level of fitness and stamina and the ability to work in all weather conditions for the shift. You'll be on your feet for the majority of the shift
- A passion for conservation and a willingness to learn about Koala conservation efforts and programs
- Commitment, punctuality, reliability, and a professional, friendly manner
- Agree and comply with the Port Stephens Council's Code of Conduct, Volunteer Policy and all relevant policies and procedures.

## Orientation and Training

Port Stephens Koala Sanctuary will provide an induction prior to the commencement of this position. There will also be an orientation of the Sanctuary's functions and on the job training in relation to the administration requirements. A uniform will be provided and must be worn during any shift.