



Volunteer role

Volunteer Greeter

Volunteer Greeters will be stationed alongside staff at entry points to help welcome visitors, provide directions, escort visitors to where they need to go, and refer questions to Library staff as required.

Location: 328 Swanston Street, Melbourne
Further information: Susan McLaine, Visitor Services Volunteer Coordinator, 8664 7215

About the Library

State Library Victoria is one of Victoria's pre-eminent cultural institutions and a leading library of the world. Through our unique collections and wide-ranging services, we are central to the cultural life and economy of Victoria.

We are the major reference and research library in Victoria and aim to provide Victorians and all users with ready access to a comprehensive collection of Victorian documentary material and worldwide information resources to enrich their cultural, educational, social and economic lives.

Organisational values

Innovation	We recognise and embrace new technologies, ideas and opportunities to improve, grow and develop as individuals and as industry leaders in a challenging environment.
Collaboration	We work together and with partners, sharing knowledge and resources to advance universal access to information.
Engagement	We work to understand, connect and meet the needs and expectations of our communities in the most appropriate ways.
Excellence	We provide an outstanding service at all times in a professional and ethical manner.
Respect	We strive to create an open and caring community by valuing and supporting individuals, and acknowledging the strength of diversity.

The team

Volunteers at State Library Victoria make a significant contribution to the Library and its community. We recognise and value the unique skills, experiences, insights and energy that volunteers bring to the Library. Our vibrant and growing volunteer community includes participants from all age groups, nationalities and walks of life.

What you'll do

1. Provide exceptional visitor experiences.
2. Provide a warm greeting to visitors as they enter and exit the Library.
3. Proactively assist Library visitors to identify Library services, programs and the areas of the Library they can use for different purposes.
4. Personally escort visitors around the Library.
5. Answer basic queries and refer policy and reference questions to Library staff.
6. Confidently communicate and connect with people of all ages and backgrounds.
7. Encourage visitors to spend time in the Library, using a positive attitude to point out features of interest and provide advice on things to do in the time visitors have to spend in the Library.
8. Be an active ambassador for the Library and tourism in the City of Melbourne.
9. Become familiar with the Library building and the [Vision 2020 redevelopment](#) project and maintain a satisfactory level of competence as a Greeter, including active participation in ongoing training, attending quarterly Greeters meeting and development and evaluation as required.
10. Participate in a regular roster (one three-hour shift per fortnight).

What we're looking for

1. Interest and/or experience in a cultural and/or customer/visitor service environment.
2. Ability to engage with people in a friendly, professional manner and to make them feel welcome.
3. Excellent communication and interpersonal skills, with the ability to listen, ask questions and communicate clearly and confidently.
4. Well-developed cross-cultural communication skills and ability to connect with diverse Library visitors.
5. The ability to speak a second language will be well regarded.
6. Availability to undertake three full days of induction on the following dates:
 - Wednesday 22 April
 - Saturday 16 May
 - Monday 18 May.
7. Availability to volunteer for three hours per fortnight (daily between 9.35am to 12.35pm, or from 12.30pm to 3.30pm) for a minimum period of 12 months.
8. Be aware of and behave in accordance with all relevant Library policies and procedures.

What we'll provide

- Structured induction including visitor service training.
- Ongoing training to support visitor service.
- Access to State Library Victoria volunteer events.
- Access to the Billabong, our spacious staff and volunteer tearoom, with lockers and free tea and coffee.
- Discounts at Mr Tulk and Guild cafes, and Readings bookshop at the Library.
- Discount on Friends of the Library membership.
- The opportunity to become part of a strong community of volunteers and staff at one of Australia's leading cultural institutions.

Pre-engagement checks

State Library Victoria is a child safe organisation. If offered a volunteer role, a free [Working with Children Check](#) will need to be obtained before commencing. The Library also reserves the right to introduce police checks at a future date. Continued engagement as a Library Volunteer will be subject to a satisfactory police check in accordance with role requirements, laws and Library policies applicable at that time.

Physical requirements

Predominant physical requirements of this role:

- Walking/moving around the Library during the 3 hour shift
- Standing/remaining stationary at Library entry points during the 3 hour shift
- Reading/studying
- Some general computer use

How to apply

Please complete and submit this [online application form](#) by 9am on Monday 2 March 2020 to apply for a Volunteer Greeter role.

Please direct any questions about the application process to Visitor Services Volunteer Coordinator, Susan McLaine, on 03 8664 7215, in our Visitor and Information Services team.