

## **ROLE DESCRIPTION – AMBASSADORS (Volunteer Guides)**

### **Introduction**

Cruise Wollongong (part of Destination Wollongong) is tasked with organising resources and activities for visiting cruise ships. It has been lucky enough to have the assistance of a large number of volunteers to welcome guests and assist them during their visit.

Cruise Wollongong in association with the IRT, will continue to engage with the community and seek more volunteers (Ambassadors) for when a cruise ship visits Wollongong.

Cruise Wollongong makes arrangements on each Day Visit – communicating with registered Ambassadors to:

1. Provide Training, Briefing and orientation.
2. Seek and confirm their availability
3. Provide information on the incoming vessel
4. Allocate volunteers to zones (including the Welcome Zone – Arts precinct, Shuttle Bus Hosts, Retail Centre, Beach and assisting with Gong Shuttle embarkation)
5. Appoint Team leaders
6. Provide equipment – such as shirts, caps, water and sun protection.
7. Provide information and full briefings on Visit Day
8. Organise Thank-you functions and debriefs

### **Ambassador Duties**

It is expected that Ambassadors will undertake the following activities:

1. Provide a warm welcome to passengers and crew to Wollongong and the Illawarra
2. Provide basic information about the city and region
3. Provide directions to locations and attractions
4. Assist in Shuttle Bus and Gong Shuttle disembarkation and embarkation
5. Undertake basic survey and feedback collection
6. Request advice from others where further information or assistance is necessary

### **Preferred Attributes, Interests and Skills**

1. Interest in meeting, welcoming and informing guests
2. Basic knowledge of Wollongong and the Illawarra
3. Good verbal communication skills
4. Willingness to volunteer
5. Willingness to undertake Training and Briefings offered by Destination Wollongong and the IRT
6. Willingness to agree to act under an Ambassador 'Code of Conduct'

### **Benefits of being an Ambassador**

1. Experience in dealing with tourists
2. Giving back to the community
3. Assisting Wollongong grow as a tourist destination
4. Meeting new people and satisfaction from helping them

***To become an Ambassador please contact Destination Wollongong on 02 4228 0300 or visit [visitwollongong.com.au](http://visitwollongong.com.au)***