



POSITION DESCRIPTION

Volunteer MCG Tour Guide

Club Services & Heritage

Title: Volunteer MCG Tour Guide

Reports to: Tourism Services Manager

Job Goal:

To provide excellent service to all visitors in the delivery of the Melbourne Cricket Ground Tours and/or Australian Sports Museum (ASM) product.

Responsibilities:

- Conduct guided tours of the Melbourne Cricket Ground (MCG) for booked groups and FITs (Free Independent Travelers) as required.
- Maintain strong product knowledge of MCG/ASM and Melbourne Cricket Club in general.
- Provide support to Australian Sports Museum and MCG Tours staff and the Club Services & Heritage Department.
- Complete all components of the Volunteer Induction & Training Program.
- Comply with all policies and procedures of the Melbourne Cricket Club.
- Continue to develop product knowledge and further professional development by attending ongoing training.
- Provide excellent customer service to all visitors, staff and volunteers.
- Cooperate with other volunteers and staff in the day to day operation of the service.
- Refrain from expressing negative judgements and opinions to visitors.
- Provide reasonable notice to staff of unavailability and participate in a rostering system.
- Respect other people's views and values.
- Respect the authority and decision making of Melbourne Cricket Club staff.

Experience / Skills:

- Developed interpersonal and customer service skills.
- Committed team player.
- Strong communication skills.
- Enthusiasm and interest in sport and history.
- Current MCC Membership.

Further Notes:

- Ability to volunteer on weekends, evenings and public holidays if required.
- Comply with MCC OH&S requirements and take reasonable care for their own safety and the safety of others, including patrons, contractors etc. who may be affected by their actions.
- Demonstrate commitment to MCC values.
- Provide service on a voluntary basis.
- Be dependable, reliable and able to commit to volunteering two days per month at minimum.