



Volunteer MCG Tour Guide Recruitment

- Want to be part of the MCC's volunteer team?
Are you genuinely passionate about providing great customer service?
- Are you keen to share your passion and knowledge about the MCC and the MCG with visitors?
- Do you enjoy meeting and talking to people from all walks of life?

The Melbourne Cricket Club (MCC) has the public responsibility of managing one of the largest and the most successful stadiums in Australia and the world – the Melbourne Cricket Ground (MCG). The MCG is host to more than 70 major events annually, attracting over three million patrons and visitors. Also managed by the MCC is the Australian Sports Museum which has its home at the MCG and celebrates and displays Australia's rich sporting history.

The MCG is more than just a stadium, it's an Australian icon and a meeting place for generations past, present and future. MCG Tours showcase the importance of the Club and the Ground in the fabric of Melbourne and along with the Australian Sports Museum, have become key attractions in Melbourne's tourism industry, receiving more than 100,000 visitors annually. From local Melbournians, school students to interstate and international visitors, we accommodate a wide range of people who seek out a tour of the mighty MCG. Exceptional customer service plays a crucial role in providing an unforgettable experience to all visitors.

The MCG Tours are conducted by **MCC Members** who volunteer their time to show visitors around our great stadium and share their passion, knowledge and stories of the MCG and the MCC. It is the volunteers who make the MCG Tour such a unique and enjoyable experience for our visitors.

To assist us to showcase the MCG at its finest, we are looking for **MCC Members** to join the Volunteer MCG Tour Guide team who are friendly, warm and welcoming ambassadors that are passionate about the MCG, Melbourne and our sporting culture.

To be successful in this role, it is essential that you have:

- A passion for delivering great customer service
- A genuine interest in looking after our visitors
- High quality verbal communication skills and high standards of personal presentation
- The ability to be flexible and calm under pressure
- Confidence to talk in front of large groups of people

In order to be shortlisted for this volunteer role, you must:

- Be a current (financial) MCC Member (any membership category is acceptable)
- Be available to volunteer for a minimum of two days per month (including five weekend days per year)
- Have access to a computer or device that is connected to the internet and a valid email address to send and receive communication
- Be available to attend a selection and information session on Thursday 25 May at 5:30 – 7:30pm
- Be available to attend induction and training sessions on Tuesday 6 June, 5:30 – 7:30pm and Thursday 8 June, 2:30-4:30pm, in addition to ongoing training

For a more detailed description of the volunteer role please refer to the role description attached.

If you believe you have what it takes to be a Volunteer MCG Tour Guide, please complete the below questionnaire and email to volunteerapplications@mcc.org.au no later than 5:00pm on Monday 22 May (your responses can be in the body of an email or in an attachment). Please note this ad may be withdrawn prior to the closing date depending upon the volume of applications received.

Due to the large volume of interest in these positions, we do not provide individual feedback on shortlists and unsuccessful applicants. Only shortlisted applicants will be invited to attend the selection and information session. Those who attend the selection and information session will be informed if they have been successful by Monday 29 May.

Please note the following to ensure your application is received. Please note that applications will not be considered if they:

- Have an incomplete questionnaire and application
- Are received after the ad has closed
- Are posted, hand delivered or emailed to the incorrect mailbox
- Are not able to attend the selection and information session
- Are not able to meet the availability requirements outlined above

Questionnaire

1. Please provide your name and contact details.
2. To be considered for a volunteering role as MCG Tour Guide you need to be an MCC member. Please provide your membership number.
3. Please confirm you understand that all successful applicants for Volunteer roles at the MCC require a current Working With Children Check and must list the Melbourne Cricket Club as an organisation on their "MyCheck" (Working With Children Check) profile.
4. Should you be shortlisted for this role, are you able to attend a selection and information session at the MCG on Thursday 25 May at 5:30 – 7:30pm?
5. Are you available to attend compulsory induction and training sessions at the MCG on Tuesday 6 June at 5:30 – 7:30pm and on Thursday 8 June at 2:30-4:30pm?

6. Are you available to volunteer at least twice per month including at least five weekend days per year?
7. In a few sentences please tell us about your general interests/hobbies.
8. In a few sentences please outline what great customer service means to you.
9. Please tell us about any relevant customer service experience you have.
10. A large portion of visitors that partake in MCG Tours are school students (both primary and secondary). In a few sentences, tell us about your experience dealing with children.
11. An important market for the MCG Tours is international visitors from India. In a few sentences, tell us about your experience dealing with people from different cultural backgrounds.

To ensure the safety and wellbeing of our staff, contractors, and patrons, as part of the conditions of the being a volunteer, you must have had two doses of an approved COVID-19 vaccine or provide evidence of a lawful exemption. The MCC will discuss the exemption & your personal circumstances with you.