



City of Parramatta

Position Description

POSITION TITLE: VOLUNTEER (RESEARCH ASSISTANT)

PRIMARY ACCOUNTABILITY:

This position is responsible for the provision of exceptional real time and virtual customer service for research services clients, under a rostered basis.

KEY ACCOUNTABILITIES:

- Provide excellent customer service, and assist with clients face to face.
- Process, sort, file and handle research services materials.
- Participate in Research work and project work as directed.

KEY ACCOUNTABILITIES (ORGANISATIONAL):

- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with PCC to comply with WH&S legislative obligations.
- Exercise a Duty of Care by working in a safe and efficient manner, having regard to personal safety and the safety of other workers, visitors, contractors and volunteers and the general public.
- Report injuries, accidents, incidents, near misses and unsafe work practices within required time frames, and ensure that corrective actions are taken to prevent reoccurrence.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

SELECTION CRITERIA:

- An interest in history, culture and community studies
- An interest and ability to undertake research activities.
- Familiarity with computer and internet-based research activities.
- A willingness to understand and learn new systems.
- An ability to work with a wide variety of people in a pleasant and courteous manner.
- The ability to work consistently within prescribed guidelines.
- The ability to work independently and within a team environment to deliver work to agreed timelines.

DESIRABLE:

Research experience in a public museum, archive or research library environment.

STANDARD OF DRESS:

Council's dress guidelines have been developed to ensure employees and volunteers present a professional image of Council while, in recognition of the diversity of roles within Council, allowing flexibility for employees to dress appropriately for their particular positions.

All standards of dress worn by volunteers must:

- Comply with relevant OH&S requirements;
- Be appropriate for the tasks being undertaken; and
- Project a professional image of Council.

Standard of dress will be neat casual. The following items of clothing may be considered inappropriate:

- Crop tops, backless and strapless tops and singlets.
- Jeans that are in poor condition (i.e. faded, torn, ill fitting) tracksuits and denim skirts and shorts.
- Casual footwear such as thongs, runners and sandals.

INTELLECTUAL PROPERTY

It is a term and condition of your volunteering that the intellectual property and materials (including ideas, documents and records) you create in the course of your stay is and will be made under attribution plus share-alike creative common licence. This means the council, yourself and general public may use your IP as long as they credit you as the source and your IP shared using the same creative commons licence.

SIGNATURES

POSITION HOLDER: _____

UNIT MANAGER: _____

DATE: / /