



## Volunteer Role Description: Rider Registration & Customer Service

<b>Brief Description</b>	Riders will visit this area to collect their kits, register on the day and ask any questions they may have. Duties include: <ul style="list-style-type: none"><li>• Answering general enquiries</li><li>• Distributing rider registration kits</li><li>• Taking on-the-day registrations</li><li>• Assisting with set-up and pack-down</li></ul>
<b>Reports to</b>	Customer Service Team Leader
<b>Location &amp; Times</b>	Riverside Drive (access from Jane St), West End Sunday 7 May, 4:30am to 7:30am
<b>Positions Available</b>	5
<b>Experience/ Skills Required</b>	<ul style="list-style-type: none"><li>• Ability to work as part of a team</li><li>• Good communication &amp; customer service skills</li><li>• Ability to think clearly, act responsibly under all conditions and respond quickly to changing situations</li><li>• A friendly and approachable demeanour</li></ul>
<b>General Information</b>	<ul style="list-style-type: none"><li>• You will be interacting with riders and other volunteers – happy faces and positive attitudes</li><li>• Volunteers should come prepared for all weather elements (i.e. dress in layers, bring waterproof clothing and sunscreen)</li><li>• Positions may require you to be on your feet - comfortable closed toe footwear is essential</li><li>• All volunteers are required to sign in and out during any period of volunteering</li><li>• You will be required to attend one briefing session prior to the event</li><li>• Not all riders will be happy, so please be patient and remain courteous</li><li>• Any serious problems or concerns should be referred to your team leader</li></ul>
<b>Sun Exposure</b>	Low
<b>Physical Activity</b>	Medium – some lifting may be involved
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Event volunteer vest</li><li>• Certificate of Appreciation (by request)</li><li>• Insurance cover</li><li>• Valuable experience in mass participation events</li></ul>
<b>How to Apply</b>	Register online at <a href="http://www.gbbr.com.au">www.gbbr.com.au</a>