

Cycle Queensland – 9 day cycling paradise

As a volunteer it is your aim to be helpful and friendly to the riders and other volunteers and to work efficiently with your team to contribute to the success of the ride. BQ will work with you to ensure your own goals are fulfilled and that your volunteering is rewarding.

Ride Reception - Job Description

Team Role:

- To provide a reference point to participants (riders and support crew) to find answers to questions about the event and the town.
- To sell goods and merchandise and offer support services that suit the needs of the participants. These support services include massage bookings, liaison with tour operators, liaison with laundry service providers, phone charging bar and many more.

Areas of operation:

Campsite

Sun exposure: Low

General hours of operation:

From: 6.30am *To:* 8.30am includes pack up from 8 to 8.30am
From: 1.30pm *To:* 8pm includes set-up from 1.30 to 2pm

Busiest time: In the mornings and from 4pm to 8pm in the evenings

Rest day: No pack up or set-up, open from 8 to 9am and 4pm to 8pm only

Note: you will not necessarily need to work all of these hours. Your team leader will schedule as needed with likely flexi time in the afternoons before 4pm. All crew not required at all times during afternoon but all crew required during busiest times.

Equipment supplied to you (must be returned at end of ride):

Nil

Key things to note:

- You will be serving customers – happy faces and positive attitude needed.
- There are lots of things to know about Cycle Queensland you can't be expected to know them all. Ask your Team Leader if needed and they will try and help you.
- Any serious problems or concerns should be referred to Headquarters.
- Not all customers will be happy and some will have unrealistic expectations so please be patient, and remain courteous.
- On day 9 after closing at 8am the team will relocate to the finish site to assist.

Transport between towns:

Generally you will travel by bus, unless there is an allocated official vehicle.

Meals:

Breakfast: served 6 to 7.30am – please eat early before your morning start

Lunch: you can eat when suits you - before 1.30pm

Dinner (served 6 to 7pm): your Team Leader will organise meal breaks so that Ride Reception can remain operating. This is a busy time for Ride Reception so you have 20 minutes to eat, wash and return.

A reminder that the event is a dynamic environment. Not all tasks and issues can be foreseen. If the situation requires, you and your team may be required to perform extra tasks, possibly at different times to your normal hours. You may also be relocated to another team.