

Wilson HTM Brisbane to the Gold Coast - 100km and Wilson HTM Logan to the Gold Coast - 60km Cycle Challenge

10 October 2010

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.

Job Description – Customer Service Registration

Location: South Bank Cultural Forecourt, South Brisbane

Duration of Position: Sunday 10 October 4.00am – 7am

Reporting Relationship: Customer Service Team Leader

Role: The Customer Service Registration Volunteer will work at registration on the day of the ride assisting with the dispersal of rider kits. Duties include the following:

- Distribution of Ride Registration packs
- Assisting with set-up and pack-down (minimal heavy lifting)

Experience & Skills required

- Ability to work as part of a team
- Excellent communication & customer service skills (essential)
- Ability to work in a stressful environment (essential)
- Ability to think clearly, act responsibly under all conditions and respond quickly to changing situations (essential)
- A friendly and approachable demeanour

General Information

- You will be serving customers – happy faces and positive attitude needed
- Enclosed toe footwear is essential
- Any serious problems or concerns should be referred to your team leader
- Not all customers might be happy, so please be patient and remain courteous
- Any serious problems or concerns with riders should be referred to your team leader
- Volunteers should come prepared for all weather elements (i.e. dress in layers, bring waterproof clothing sunscreen and hat)
- Positions may require you to be on your feet for long periods at one time therefore comfortable closed toe footwear is essential
- All volunteers are required to sign in and out during any period of work
- You will be required to attend a briefing session 11am on Saturday 2 October 2010 at West End – T-shirt and further information will be discussed

Sun Exposure: Low

Physical Activity: Low

Benefits:

- Event volunteer t-shirt (must be worn on event day)
- Insurance cover
- Certificate of appreciation
- Opportunity to work on one of Queensland's largest bike ride
- Valuable experience in mass participation events
- If working longer than four hours a meal will be provided

For More Information

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