

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 – Marshals

Location: Various (on route). A complete description including map will be emailed to you once your location is allocated.

Duration of Position: Shifts will vary according to the location on route. Generally the route will require marshalling presence from 5am – 9am in Period 1; 6am – 2pm in Period 2. Some positions only last 2 hours but Marshals often relocate to a second position.

Reporting Relationship: Route Manager

Role: Route Marshals are an integral part of the traffic management plan. Marshals are the eyes and ears out on the route – an operational must for the ride. Route Marshals keep the cyclists heading in the right direction, warn them of hazards and generally support them on the ride.

Regardless of where Route Marshals are positioned, their service is invaluable. Route Marshals are located strategically along the course and will encounter varying responsibilities depending on their location; from cheering the riders, notifying the Route Operations Centre of issues arising along the route, and helping inform spectators, motorists and pedestrians about when the riders are expected or how to safely cross the route.

Route Marshals will be stationed at busy or difficult intersections to assist cyclists and must be prepared to operate in all weather conditions. Please note that some locations may only have one person allocated.

You must attend one of the following briefing Sessions:

Briefing sessions will be held pre-event – Tuesday 28 September at 5.30pm – 6.30pm (West End) and Saturday 2 October at 1 – 2pm (West End)

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
- Basic knowledge of road safety
- Ability to motivate others

General Information

- You will be interacting with riders and other volunteers – happy faces and positive attitude needed
- Enclosed toe footwear 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 footwear is essential
- All volunteers are required to sign in and out during any period of work
- You will be required to attend one induction session (Tuesday 16 March 2010) - uniform and further information will be discussed
- Safety vests will be issued and need to be returned at the end of the event.

Sun Exposure: High

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 rides
- Valuable experience in mass participation events
- If working longer than four hours a meal will be provided

For More Information

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