



Volunteer Role Description: **Customer Service Assistant**

Brief Description	Customer Service Assistants will assist in the distribution of transport tickets to riders who have arranged transport for their bikes and/or themselves after they complete the ride, or help out in the Bicycle Queensland Members Marquee serving drinks.
Reports to	Transport Tickets Team Leader, or Members Marquee Team Leader
Location & Times	Broadwater Parklands, Marine Parade, Southport Sunday 14 October, 7.30am – 2.00pm
Positions Available	8
Experience/ Skills Required	<ul style="list-style-type: none">• Ability to work as part of a team• Good communication & customer service skills• Ability to work in a fast-paced environment• Ability to think clearly, act responsibly under all conditions and respond quickly to changing situations• A friendly and approachable demeanor• Ability to motivate others
General Information	<ul style="list-style-type: none">• You will be interacting with riders and other volunteers – happy faces and positive attitudes• Volunteers should come prepared for all weather elements (i.e. dress in layers, bring waterproof clothing and sunscreen)• Positions may require you to be on your feet for long periods at a time - comfortable closed toe footwear is essential• All volunteers are required to sign in and out during any period of volunteering• You will be required to attend one briefing session prior to the event• Not all customers might be happy, so please be patient and remain courteous• Any serious problems or concerns should be referred to your team leader
Sun Exposure	Low
Physical Activity	Medium – some lifting may be required
Benefits / Supplies	<ul style="list-style-type: none">• Event hat and vest• Certificate of Appreciation (upon request)• Sunscreen• Insurance cover• Opportunity to work on Queensland's biggest and best bike ride• Valuable experience in mass participation events• Snacks, if volunteering over 4 hours
How to Apply	Register online at www.b2gc.bq.org.au/volunteer We look forward to hearing from you!