



Volunteer Role Description: Registration & Customer Service

Brief Description	Riders will visit this area to collect their kits and ask any questions they may have. Duties include: <ul style="list-style-type: none">• Answering general enquiries• Distributing rider registration kits• Assisting with set-up and pack-down (minimal heavy lifting)• Coordinating the cloakroom
Reports to	Customer Service Team Leader
Location & Times	South Bank Cultural Forecourt, Brisbane Sunday 14 October, 4.00am – 7.00am
Positions Available	10
Experience/ Skills Required	<ul style="list-style-type: none">• Ability to work as part of a team• Good communication & customer service skills• Ability to think clearly, act responsibly under all conditions and respond quickly to changing situations• A friendly and approachable demeanor
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 riders will 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 involved
Benefits / Supplies	<ul style="list-style-type: none">• 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
How to Apply	Register online at www.b2gc.bq.org.au/volunteer We look forward to hearing from you!