



## Volunteer Role Description: Customer Service (Transport Tickets) Assistant

<b>Brief Description</b>	Transport Tickets 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.
<b>Reports to</b>	Transport Tickets Team Leader
<b>Location &amp; Times</b>	Broadwater Parklands, Marine Parade, Southport Sunday 14 October, 7.30am – 1.00pm
<b>Positions Available</b>	5
<b>Experience/ Skills Required</b>	<ul style="list-style-type: none"><li>• Ability to work as part of a team</li><li>• Good communication &amp; customer service skills</li><li>• Ability to work in a fast-paced environment</li><li>• Ability to think clearly, act responsibly under all conditions and respond quickly to changing situations</li><li>• A friendly and approachable demeanor</li><li>• Ability to motivate others</li></ul>
<b>General Information</b>	<ul style="list-style-type: none"><li>• You will be interacting with riders and other volunteers – happy faces and positive attitudes</li><li>• Volunteers should come prepared for all weather elements (i.e. dress in layers, bring waterproof clothing and sunscreen)</li><li>• Positions may require you to be on your feet for long periods at a time - comfortable closed toe footwear is essential</li><li>• All volunteers are required to sign in and out during any period of volunteering</li><li>• You will be required to attend one briefing session prior to the event</li><li>• Not all customers might be happy, so please be patient and remain courteous</li><li>• Any serious problems or concerns should be referred to your team leader</li></ul>
<b>Sun Exposure</b>	Low
<b>Physical Activity</b>	Medium – some lifting may be required
<b>Benefits / Supplies</b>	<ul style="list-style-type: none"><li>• Event hat and vest</li><li>• Certificate of Appreciation (upon request)</li><li>• Sunscreen</li><li>• Insurance cover</li><li>• Opportunity to work on Queensland's biggest and best bike ride</li><li>• Valuable experience in mass participation events</li><li>• Snacks, if volunteering over 4 hours</li></ul>
<b>How to Apply</b>	Register online at <a href="http://www.b2gc.bq.org.au/volunteer">www.b2gc.bq.org.au/volunteer</a> We look forward to hearing from you!