

The West Australian Great WA Bike Ride | Volunteer Job Description

Team	Happy Helpers / Information / Sales
Operating hours	6.30am – 8.00am and 12.00 noon – 8.00pm
Daily working hours	A shift between 6.00am and 9.00pm
Rest Day hours	8.00am – 10.00am and 4.00pm – 8.00pm

The Challenge

To keep all Ride Participants so well informed that they only visit the Information Tent for a friendly chat to the Happy Helpers.

Team Outline	
Team purpose (outcomes)	<ol style="list-style-type: none"> 1. To be the happy, welcoming face of Bicycle Victoria and distribute information 2. To operate a central point to which Ride Participants can go for support 3. To know the answer or find out the answer to Ride Participant queries
How the team gets the job done (actions)	<ol style="list-style-type: none"> 1. Keeping Ride Participants informed through the Information Board and answering questions 2. Distribution of Ride Merchandise, Ride Passports 3. Selling Merchandise and Bicycle Victoria Rides 4. Management of Lost Property 5. Management of communication through the Message Book 6. To keep record of Ride Participant Feedback and escalate issues to Headquarters where required 7. To look after non-riding riders and their bikes

Team Characteristics	Happy Helpers / Information / Sales
Team Size	Medium approx 20 volunteers
Physical work	Some heavy lifting to load, unload and set up
Customer contact	Large Customer Service focus
Sitting / Standing	Mostly on your feet
Outdoor exposure	Mostly under cover
Location	Mostly on Campsite
Riding Volunteers	Some Riding Volunteers
Qualifications	None required
Cash handling	Some
Equipment loaned (to be returned at end of Ride)	Nil
Equipment used	Cash register, whiteboard and markers
First Day duties	Happy Helpers – Providing general Ride advice, issuing passports etc
Last Day duties	Happy Helpers – providing lost property, transport questions and general end of Ride advice
Start date and end date	The day before the official start day to (and including) the final official day