

**3 Peaks Challenge 2012 | Volunteer Job Description**

**Job Details**

<b>Job Title:</b>	<b>Falls Creek Rider Services Assistant</b>
<b>Team:</b>	Falls Creek Rider Services Team
<b>Team size:</b>	9
<b>Report to:</b>	Falls Creek Rider Services Team Leader
<b>Base location:</b>	Falls Creek
<b>Duties location:</b>	Falls Creek
<b>Arrival time &amp; date:</b>	3pm on Friday 9 March, 2012
<b>Departure time &amp; date:</b>	11am on Monday 12 March, 2012
<b>Transport:</b>	<ul style="list-style-type: none"> <li>Friday 10am - minibus departing from Southern Cross Station</li> <li>Monday 11am - minibus departing from Falls Creek</li> </ul>
<b>Accommodation:</b>	Lodge style accommodation provided
<b>Meals Provided:</b>	<ul style="list-style-type: none"> <li>Friday - Dinner (BYO lunch, bus stopover on trip up)</li> <li>Saturday &amp; Sunday - Breakfast, Lunch and Dinner</li> <li>Monday - Breakfast (BYO lunch, bus stopover on trip home)</li> </ul>
<b>Uniform:</b>	Long sleeve polo shirt and cap
<b>Equipment supplied:</b>	All equipment relative to task supplied
<b>Shift times:</b>	<ul style="list-style-type: none"> <li>Saturday 10 March: 9am – 7pm</li> <li>Sunday 11 March: 5am – 9am &amp; 1pm – 10pm</li> <li>Monday 12 March: 7am – 10am</li> </ul> <p>While shifts are long, breaks must be taken as required. Your team leader will ensure that you take sufficient time off.</p>
<b>Experience / skills required:</b>	Good communications skills and an understanding of rider services items.
<b>Physical work:</b>	Minimal labour required
<b>Sitting / Standing:</b>	Standing and sitting
<b>Outdoor exposure:</b>	Mostly indoors
<b>Rider contact:</b>	Yes, direct rider contact

**The Challenge – role, responsibilities and outcomes**

<b>Role description:</b>	You will work with the team to set up, operate and pack down the rider services items and areas. You will be the first point of contact for riders where you will serve and assist riders.
<b>Key responsibilities:</b>	<ul style="list-style-type: none"> <li>Setting up and packing down the rider services items and areas including the registration and information kiosk, rider valet service, clothing swap service, rider refreshments and recovery room, finish line rider processing and finishers' jersey distribution.</li> <li>On Saturday you will be based at the registration and information kiosk, working with Bicycle Victoria staff to assist with rider queries.</li> <li>On Sunday you will be based at the finish line, processing riders as they come through and also distributing the finishers' jersey.</li> </ul>
<b>Outcomes:</b>	The rider services items and areas at Falls Creek are correctly setup so that riders are offered excellent service and assistance. The rider services team will also offer a welcoming presence so that riders enjoy and feel a part of the event. Volunteers will work safely and respectfully with each other.