



Registration and Information Assistant

Registration and Information Assistants will enhance the coordination of Amy's Gran Fondo prior to and during the event

Date/Time:	Saturday 10 September	10:00am – 3:30pm *
	Sunday 11 September	5:30am – 5:00pm *
	* These are approximate times of operation. A roster will confirm shift times	
Check-in Location:	Mantra Lorne, Mountjoy Parade	
Position Location:	Mantra Lorne	

Responsibilities

Pre- Event:

- Assist event staff as requested in various areas of preparation and set-up such as the rider kits, registration area, workforce area, expo booths, signage and general event administration

Registration:

- Perform meet & greet duties upon arrival of riders for registration
- Distribute rider kits and record rider details upon collection of their kits
- Assist with general directional information and enquiries
- Support the Registration Manager with the overall registration duties
- Assist with general event operational duties as they may arise

Information:

- Support with the operations of the Event Information Desk
- Assist with general enquiries from riders and the general public
- Provide directions to riders and the general public to toilets, food and beverage vendors, bike parking, and expo booths
- Maintain the event's lost and found service
- Assist any exhibitors as required
- Assist with general event operational duties as they may arise

Skills Required:

- Ability to work as part of a team
- Ability to work in a stressful environment and to think clearly
- Excellent customer service and communication skills – oral and written
- A friendly and approachable demeanour
- Ability to motivate others

Physical activity: Low-Medium

Reporting to: Registration/Information Assistants > Registration Manager

Orientation & Training:

- All relevant event and position information will be emailed prior to the event
- Any training will be conducted on-site training with the Registration Manager and Volunteer Coordinator

Benefits

- Training
- Workforce kit
- Public Liability Insurance
- Rewards and Recognition
- Certificate of appreciation
- Meals *
- Optional shift allowance of \$50.00 **

* Meal entitlement is subject to shift length

** Shift allowance is subject to shift length and to cover part of your out of pocket expense or can be used for donation/fundraising