



## Happy Helpers Team

- Do you love being part of a fast-paced team, passionate about customer service?
- Are you a talented problem solver who loves helping people?

### THE BIG PICTURE

Bicycle Network is a not-for-profit out to solve the problem of physical inactivity: two-thirds of Australian's don't get enough exercise. So, we're on a mission to make bike riding easier for everyone. The RACV Great Victorian Bike Ride is a fun, friendly and challenging camping holiday where people can enjoy time on the bike with likeminded people. For volunteers, it's the opportunity to spend a week in another world, joining our canvas community and becoming part of the team while exploring the beautiful Victorian countryside.

### WHAT YOU'LL GET UP TO

As part of the Happy Helpers team you will be the main information source for the Great Vic community. Volunteering either in the information hub or roaming around the site your role is to ensure riders are informed about what's happening and where things are on event. You and the team run lost property, process sales and answer any and all general enquiries. It helps if you have some initiative and can foresee people's questions, seeking out answers and sharing knowledge with your team. The team also plays a big role in welcoming and registering riders on their first days.

On a daily basis you will be:

- Keeping information boards up to date with campsite maps and local information
- Answering questions, problem solving and assisting riders
- Reuniting riders with lost property
- Assisting with coordination of luggage and unloading of SAG bikes
- Directing riders to event facilities
- Processing sales of merchandise and event payments
- Setting up and packing down activities and sessions for riders
- Spruiking activities and services on the site
- Setting up and packing down the Hub each day

### FINER DETAILS

**Dates:** 24 Nov – 3 Dec

**Team Size:** 11 team members

Approx shift times: Most days you'll be on a shift that's either around 10.30am – 3.30pm or 3.30pm – 9.30pm. One day you'll be on the morning shift as well, 5.30 – 8.30am.

**Work location:** On campsite, under cover in the 'hub' or out roaming the campsite in all conditions

### IS IT RIGHT FOR YOU?

- Are you able to follow directions from the team leader?
- Do you have great customer service skills?
- Are you comfortable lifting objects up to 5kg?
- Do you have a fun and friendly attitude?
- Do you have experience using cash registers and computers or are you willing to learn?