



## Event Assistance Volunteer Position Description

### Role Overview

Role title	Event Assistance Volunteer
Event date	Sunday 8 <sup>th</sup> October, 2023
Reports to	Event Assistance Team Leader
Shift options	AM shift: 4:30am – 12:30pm PM shift: 12:00pm – 6:00pm
Shift location	<a href="#">The Event Village at Albert Park</a>

### The Event

[United Energy Around the Bay](#) is Australia's biggest bike ride, where more than 10,000 riders come together in celebration of our city, our people and the simple joy of riding bikes. With 7 ride options to choose from, the event inspires riders of all abilities to take on the challenge, from the 20km family-friendly ride to the 300km challenge ride around Port Phillip Bay. By volunteering on United Energy Around the Bay you will not only be helping others to achieve their personal goals but supporting Bicycle Network and our charity partner, Maddie Riewoldt's Vision. It's a great day to be a part of!

### The Role

Event Assistance is the main communication hub of the event. As part of the Event Assistance team, you will have the crucial role of monitoring all the activity on the rider route and event sites. It's your role to communicate with the support vehicles, marshals and any riders or event team members who get in touch. You'll be recording all communications that take place and problem solving any issues that may come up. You'll always have someone there to escalate serious incidents.

Your role will include:

- Answering incoming phone calls and radio communications.
- Logging all calls and incidents and following up where required.
- Coordinating responses with medical, mechanical and SAG assistance.
- Maintaining communication with on-route teams.
- Alerting team leaders and event team members to situations requiring emergency services (fire, ambulance, police).



### Is it right for you?

- Do you have great problem-solving skills and an ability to work under pressure? (essential!)
- Do you have excellent communication and customer service skills?
- Are you comfortable using a computer and entering data?
- Are you able to follow your team leader's directions?
- Do you have a valid Working with Children Check (WWCC)?

### Why volunteer?

- Support the bike riding community and help more than 10,000 riders enjoy an iconic event.
- Support our charity partner, [Maddie's Riewoldt's Vision](#)
- Boost your resume by gaining valuable work experience.
- Meet new people and make connections with like-minded people.
- Be a part of an exciting, fun-filled event.
- Receive a volunteer t-shirt, hat and water bottle.

### To Register

- **First-time volunteering with Bicycle Network?** Please follow this link to create a volunteer profile and sign up: <https://bn.rosterfy.co/register>
- **Volunteered with Bicycle Network before?** Please follow this link to login to your existing profile and sign up: <https://bn.rosterfy.co/login>

**Without our amazing volunteers, this event wouldn't be possible – thanks for your interest in becoming a part of the team!**