

Volunteer Position Description



<p>Key Area: Call Centre</p> <p>Position Title: Phone Officer</p>	
Nature of Role	Challenge Tour Volunteer
Reports to	<ol style="list-style-type: none"> 1. Call Centre Manager 2. Challenge Tour Staff
<p>Position Summary</p>	
Brief Description	<p>The Challenge Tour Call Centre is the central location for communication on the event, servicing both participants of the ride and the Challenge Tour staff. The Call Centre receives calls from riders who requires assistance along the route (medical, cycling specific or transportation to another section of the route) or who would like to withdraw. It is also the main point of contact for Challenge Tour Staff to provide and/or request information: on individual riders, route conditions, the status of event sites, the status of rider assistance vehicles.</p> <p>Under the guidance of the Call Centre Manager, Phone Officers answer and respond to incoming calls as required. At the conclusion of the event, Phone Officers are responsible for calling riders who have not finished the ride to determine their location and safety.</p>
Key Responsibilities	<ul style="list-style-type: none"> • Answer the Call Centre phone promptly, using the scripts provided as a guide • Respond to all phone enquiries as best you can using the resources available to you • Advise the rider assistance team the location of riders requiring assistance • Track the location of the lead riders and the green light vehicle • Phone all riders at the end of the ride who have not finished to determine their location and safety • Phone Officers are asked to elevate the enquiry to their supervisor if; <ul style="list-style-type: none"> ○ they do not know how to respond to the enquiry, or ○ the call is from or relates to an injured person or a person in distress, or ○ the call is notifying a hazardous situation

<p>Associated Tasks</p>	<p>All Challenge Tour volunteers may be requested by their supervisor to assist in other areas of the Challenge Tour at any time throughout their shift.</p> <p>All Challenge Tour volunteers are responsible for reporting incidents and potential hazards to their Supervisor or Challenge Tour staff.</p>
<p>Dates, Times & Location</p>	<p>Please refer to your confirmation letter for your roster and meeting point location for each shift.</p> <p>You will be asked to sign-in at the beginning of each shift, and sign-out at the conclusion of each shift.</p>
<p>Briefing</p>	<p>Please refer to your confirmation letter for volunteer briefing times. At the pre-event briefing you will be given your uniform, as well as provided with key information on the Challenge Tour.</p> <p>At the commencement of each shift your supervisor will give you a briefing more relevant to your individual position.</p>
<p>Uniform</p>	<p>As a valued volunteer of the Challenge Tour you will be provided with an official event polo and hat to wear at each shift. These will be distributed at the pre-event briefing. Please wear comfortable enclosed shoes.</p>