

NATIONAL CHAMPIONSHIPS VOLUNTEER

Position Description 2018



world skills
Australia

VOLUNTEER SUPERVISOR

There will be a Volunteer Supervisor in each event hall at the National Competition to ensure that all areas within the event are adequately staffed. Supervisors will provide important leadership and guidance to other volunteers to assist with efficient delivery of the competition.

DUTIES:

- Responsible for supervision of volunteers in a designated area
- Providing leadership and direction to volunteers
- Daily roll call of volunteers
- Handing out meal vouchers & accreditation passes
- Ensuring all areas are sufficiently staffed with volunteers
- Being a point of contact for volunteer queries & concerns
- Providing customer service to visitors

RECOMMENDED EXPERIENCE/SKILLS:

Volunteer supervisors will preferably have some experience in leading or supervising people in any industry. Excellent interpersonal skills are essential, along with the ability to inspire and influence other people. Previous experience working with volunteers would be useful.

CUSTOMER SERVICE

Customer Service Volunteers will be essential in delivering a great experience to visitors at the National Competition. This is a diverse public-facing role that would be well-suited to a bubbly, outgoing person who enjoys working with people in a busy event environment.

DUTIES:

- Staffing the information / registration desks
- Assisting the general public with queries and on-site registration
- Looking after VIPs in the Sponsors Lounge
- Handling accreditation tasks (i.e. distributing nametags and lanyards, collecting risk management documentation, etc.)
- Directing staff and visitors at entry/exit points to the competition
- Answering visitor questions
- Distributing/restocking magazines in competition halls
- Distributing collateral to visitors

RECOMMENDED EXPERIENCE/SKILLS:

Excellent customer service skills are essential for this position. Customer Service Volunteers will need to have a confident, outgoing personality with excellent interpersonal skills and be comfortable working in a busy and fast-paced event environment. A good level of physical fitness will also be required as volunteers will be on their feet for long periods and may need to move between competition halls throughout the day.

FLOOR ASSISTANT

Floor Assistant Volunteers are required to assist with the operational delivery of the competition. Their primary role is to help set up and pack down for the competition and ensure that the event site looks amazing and is a safe venue for all attendees.

DUTIES:

- Delivering and installing signage and banners
- Applying floor decals
- Assisting with bump-in and bump-out
- Providing assistance at exhibitor booths as required
- Ensuring smooth flow of walk way traffic
- Answering visitor questions
- Providing refreshments to volunteers

RECOMMENDED EXPERIENCE/SKILLS:

Floor Assistant Volunteers do not require any specific work experience for the role. Good customer service skills and the ability to work cohesively part of a team in a fast-paced environment are required. A high level of physical fitness and strength is also necessary, as the role will involve lifting and relocating materials and the installation of signage during bump-in and bump-out.

EVENT ASSISTANT

Volunteers will be needed during the competition for general event assistance duties. This is an important role that will ensure all collateral and promotional material is prepared for the competition.

DUTIES:

- Packing show bags and information packs
- Replenishing collateral in competition halls
- Distributing programs
- Handling general queries
- Providing bump-in and bump-out assistance as required

RECOMMENDED EXPERIENCE/SKILLS:

Event Assistant Volunteers must be comfortable performing repetitive tasks such as packing several hundred show bags or information packs. Solid customer service skills are also required as there will be some face-to-face contact with event visitors. Work flexibility is important to the role as volunteers may be required in other areas as necessary.