

NATIONAL CHAMPIONSHIPS VOLUNTEER

Position Description Melbourne
2023



worldskills
Australia

OVERVIEW

Our National Championships are built on the support of volunteers and without your hard work we would be unable to create this pathway for young people throughout Australia. Our volunteering roles are extremely varied but focus on Customer Service tasks which are of course essential in delivering a great experience to visitors at the National Championships. 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.

LOCATION:

Bays 10 – 20 Melbourne Convention & Exhibition Centre
1 Convention Centre Pl
South Wharf
VIC, 3006

CUSTOMER SERVICE VOLUNTEERS

ROLES INCLUDE BUT ARE NOT LIMITED TO:

- Staffing the information / registration desks
- Assisting the public with queries and on-site registration
- 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
- Surveying visitors at the event
- Monitoring queues
- Greeting coach arrivals
- Managing Merchandise sales

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.

Please see overleaf for an example of the roles and required timings each day.

Please note - event volunteers must have a valid working with children check.

WHAT'S INCLUDED:

- Pink WorldSkills Australia Nationals Volunteer Polo
- WorldSkills Australia Nationals Lapel Pin
- Lunch before or after your volunteer shift
- A heap of fun!

To register please fill out our SurveyMonkey form via this link and a member of our team will be in touch:

REGISTER YOUR INTEREST

For any queries please email: operations@worldskills.org.au

TIMETABLE: MONDAY TO THURSDAY

Monday 14th August	Info	Shift 1	Shift 2
Rego Desk	Judge liaison and support	08:30 - 13:30	13:00 - 17:30
Office Support	Office support / packing / sorting	08:30 - 13:30	13:00 - 17:30
Tuesday 15th August	Info	Shift 1	Shift 2
Rego Desk	Judge liaison and support	08:30 - 13:30	13:00 - 17:30
Office Support	Office support / packing / sorting / Merch set up	08:30 - 13:30	13:00 - 17:30
Wednesday 16th August	Info	Shift 1	Shift 2
Rego Desk	Judge liaison and support	08:30 - 13:30	13:00 - 17:30
Office Support	Office support / packing / sorting / Merch set up	08:30 - 13:30	13:00 - 17:30
Opening Ceremony	Guides to move guests into ceremony	11:00 - 14:00	
Greeters / Catering	At entrance to welcome guests / answer questions	11:00 - 15:00	
Thursday 17th August	Info	Shift 1	Shift 2
Rego Desk	Judge liaison and support	07:30 - 12:30	12:00 - 17:00
Office Support	Office support / packing / sorting	07:30 - 12:30	12:00 - 17:00
Greeters - Coaches for schools	Work with Kym Jones Exhibitions for school welcoming	07:30 - 12:30	12:00 - 17:00
Greeters for doors	Entry points to direct guests to our area	08:30 - 13:30	13:00 - 17:00
How can I help staff in halls	Directional support	08:30 - 13:30	13:00 - 17:00
Survey	Survey collection via ipad	08:30 - 13:30	13:00 - 17:00
Merchandise	Merchandise stand sales	08:30 - 13:30	13:00 - 17:00
Catering	Assist with food delivery at lunch time	11:00 - 14:00	

TIMETABLE: FRIDAY TO SUNDAY

Friday 18th August	Info	Shift 1	Shift 2
Rego Desk	Judge liaison and support	07:30 - 13:30	13:00 - 17:00
Office Support	Office support / packing / sorting	07:30 - 13:30	13:00 - 17:00
Greeters - Coaches for schools	Work with Kym Jones Exhibitions for school welcoming	07:30 - 13:30	13:00 - 16:00
Greeters for doors	Entry points to direct guests to our area	08:30 - 13:30	13:00 - 17:00
How can I help staff in halls	Directional support	08:30 - 13:30	13:00 - 17:00
Survey	Survey collection via ipad	08:30 - 13:30	13:00 - 17:00
Merchandise	Merchandise stand sales	08:30 - 13:30	13:00 - 17:00
Catering	Assist with food delivery at lunch time	11:00 - 14:00	
Saturday 19th August	Info	Shift 1	Shift 2
Rego Desk	Judge liaison and support	07:30 - 12:30	12:00 - 16:00
Office Support	Office support / packing / sorting	07:30 - 12:30	12:00 - 16:00
Greeters - Coaches for schools			
Greeters for doors	Entry points to direct guests to our area	08:30 - 13:00	12:30 - 16:00
How can I help staff in halls	Directional support	08:30 - 13:00	12:30 - 16:00
Survey	Survey collection via ipad	08:30 - 13:00	12:30 - 16:00
Merchandise	Merchandise stand sales	08:30 - 13:00	12:30 - 17:00
Catering	Assist with food delivery at lunch time	11:00 - 14:00	
Sunday 20th August	Info	Shift 1	Shift 2
Office Support	Office support / packing / sorting	09:00 - 16:00	
Survey			
Merchandise			
Closing Ceremony - Greeters	Greet guests and take/show to seats	15:00 - 20:00	