



# SANTOS TOUR DOWN UNDER

13-21 JANUARY 2018  
ADELAIDE  
TOURDOWNUNDER.COM.AU

## POSITION

EVENT OFFICE ASSISTANT

## NATURE OF EMPLOYMENT

Volunteer

## POSITION REPORTS TO

Event Assistant

## TASKS

- Answering phones and taking messages
- Assisting the general public with enquires
- Responding to email enquiries in a courteous and timely manner with up to date event information
- Building a frequently asked questions matrix for use by other event office volunteers
- Mailing and distribution of tickets
- Photocopying and general office assistance
- Organising couriers and mailing items
- Stocktaking products and helping with the general cleanliness of the store room
- Creating team packs, team manager packs and VIP packs
- Assist the event team as requested with event tasks

\*Event office volunteers should be prepared to assist with tasks located in the Tour Village or dining room if required during rostered shift times

## SHIFT DATES & SHIFT TIMES

Wednesday 3 January until Sunday 21 January  
10:00am – 5:00pm daily

Water will be available at all times and lunch will be provided as the shift is over 5 hours in duration. Volunteers are welcome to bring snacks if they felt they require something to eat during the shift.

## LOCATION & TRANSPORT

This position will be based in the event office, which is set up in the Hilton Adelaide (233 Victoria Square).

There will be requirements for the event assistant to help with tasks that will take them out of the office to other locations in and around the Adelaide. This may be on foot or in an official event vehicle if comfortable with driving.

Volunteers are required to make their own arrangements to and from each shift.

## UNIFORM

Official event t-shirt, neat & tidy black or denim pants or knee length shorts/skirt, closed toed comfortable footwear. A hat and sunscreen will be provided should work be required to be undertaken outdoors.

