

Volunteer Position Description



<p>Key Area: Call Centre</p> <p>Position Title: Phone Officer</p>	
Nature of Role	Bupa Challenge Tour Volunteer
Reports to	<ol style="list-style-type: none"> 1. Call Centre Manager 2. Bupa Challenge Tour Staff
<p>Position Summary</p>	
Brief Description	<p>The Bupa Challenge Tour Call Centre is the central location for communication on the event, servicing both participants of the ride and the Bupa 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 Bupa 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

Associated Tasks	<p>All Bupa Challenge Tour volunteers may be requested by their supervisor to assist in other areas of the Bupa Challenge Tour at any time throughout their shift.</p> <p>All Bupa Challenge Tour volunteers are responsible for reporting incidents and potential hazards to their Supervisor or Bupa Challenge Tour staff.</p>
Further Information	<p>Successful volunteers will be sent further information providing their roster, uniform and briefing session at a later date.</p>