

# SANTOS TOUR DOWN UNDER

13-22 JANUARY 2023 / ADELAIDE



## EVENT OFFICE ASSISTANT POSITION DESCRIPTION

### POSITION

Event Office Assistant

### NATURE OF EMPLOYMENT

Volunteer

### REPORTS TO

ESA Event Coordinator, Dani Van Bakel and/or Event Office Assistant (Placement Student)

### TASKS

- Answering phones and taking messages
- Assisting the general public with enquiries
- 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 general cleanliness of the storeroom and event office
- Creating team packs, team manager packs and VIP packs
- Greeting & checking in teams on arrival
- Assist the event team as requests

\*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 AND SHIFT TIMES (APPROX.)

**Santos Tour Down Under Dates:** Friday 13 January – Sunday 22 January

Shift Times:

Morning Shift | 7:00am – 12:00pm

Afternoon Shift | 2:00pm - 7:00pm

\*Times listed above are TBC

\*Please arrive 10 minutes prior to shift starting time

### LOCATION & TRANSPORT

The majority of the shifts will be located at the Santos Tour Down Under Head Office, located in the Hilton Hotel (233 Victoria Square) on Level 1. You will need to check in at this location for your shift.



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Please note, some shifts are located in our smaller office at Lincoln College in North Adelaide to support the women's race. You will need to check in at this location for your shift, if required at this location.

Volunteers are required to make their own arrangements to and from each shift. There will be requirement for the Event Office Assistant to help with tasks that will take them out of the office to other locations in and around Adelaide. This is generally on foot but may be in official event vehicle if comfortable driving.

## MEALS

Water will be available at all times; please ensure you bring a reusable water bottle to refill.

A light meal will be provided if the shift is over 5 hours in duration.

Volunteers are welcome to bring snacks if they feel they require something to eat during the shift.

## UNIFORM

Official event t-shirt (provided at volunteer briefing), neat and tidy black/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.



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