

## Position Description

<b>Job Title:</b>	Gateside Greeters
<b>Reporting to:</b>	Volunteer Team Leader Customer Service Gate Supervisor
<b>Time Commitment:</b>	Per shift Gate 1 – 4 Volunteers Gate 5 – 4 Volunteers VRC Gate – 6 Volunteers Railway Gate – 6 Volunteers Total: 20 per shift  9am – 1pm or 1pm – 5pm

### About the organisation

Melbourne Royal® is a member-based, not-for-profit organisation that promotes the development of agriculture and has been enabling communities to celebrate and showcase their passion since 1848.

The organisation has a long and proud history and its best known event is the Melbourne Royal Show, which showcases and connects food and fibre producers to the community.

Melbourne Royal's vision is to be globally recognised as a seal of excellence, highly valued for:

- Showcasing food and beverage, produce and producers
- Presenting premier events
- Developing and activating vibrant event spaces

Melbourne Royal's five key strategic pillars are Awards and Competitions, Venue (Melbourne Showgrounds), Melbourne Royal Show, People and Sustainability.

### About this role

To provide visitors with a warm, friendly and helpful welcome upon arrival at the Show

### Key responsibilities

- Meet and greet arriving visitors
- Hand out Show mini guides/maps
- Man the booth or area where the ID wristbands that assist with identifying Lost people are distributed from and give visitors the instructions of use
- Provide information, directions and location of amenities as required or direct visitors to closest customer service staff/ information booth
- To not leave area unattended at any time.
- Report any issues to the Gate supervisor closest to your work area

### Key competencies of the role

- Great people skills – enthusiasm and willingness to engage with Show patrons
- Helpful and friendly demeanour
- Ability to stand for long periods of time

### Outcomes/ Goals

- High levels of volunteer and customer satisfaction
- High levels of interaction between volunteers and Show goers

### Training and Support Plan

- Online Occupational Health and Safety Induction
- Volunteer Briefing prior to shift
- Ongoing support provided by Volunteer Team Leader

### Benefits

- Opportunity to be part of an iconic Australian event
- Industry engagement and networking
- 2 x Show Tickets for each shift worked (one to be used by volunteer for entry on the day they volunteer)
- And other great benefits

### General Information for Volunteers

#### Transport

- Volunteers will be responsible for their own transportation to the Royal Melbourne Show and costs associated
- Volunteers will need to decide what is their best travel method to get to the Show on time for their start of their shift

#### Uniform

- Volunteers will be supplied with a Volunteer vest upon arrival which will need to be returned at the end of their shift
- Under the vest volunteers will need to wear their own **white or black** long sleeve t-shirt, shirt, jumper or all three depending on the weather and **clean blue or black jeans**
- You will need to wear comfortable, and practical black or brown closed-toe boots for the duration of your shift.
- **Please no branding on your clothes.**

#### Personal items

- It is suggested Volunteers bring minimal personal items with them to the Show, some lockers will be available to store volunteers' items at Volunteers' HQ.