

TRANSPORT VOLUNTEER POSITIONS

Overview

The Transport functional area is responsible for delivering ground transport services to RWC 2011 guests, including Teams, VIP's, Tournament Officials, Match Officials and Workforce. Transport's role is to deliver on-time services and facilitate the smooth and safe movement of tournament guests between venues, enhancing their experience of the RWC 2011. Transport is working with key New Zealand transport authorities to integrate planning and deliver a seamless and efficient experience for RWC 2011. Fleet Centres will be established in match regions, supplying volunteer car-and-driver services and self-drive services to tournament guests. A dedicated coach operator will supply services to Teams, VIP's and other clients

ROLE	OVERVIEW	REQUIREMENTS/PROFILE
Fleet Coordinator	<p>Based at the Fleet Centre. This is a busy supervisory role responsible for the daily operation of the Fleet Centre, including managing volunteer staff as well as passenger and logistical vehicles. There are two areas of focus:</p> <ol style="list-style-type: none"> 1 maintaining the systems and processes that keep the Fleet Centre functioning smoothly; and 2 ensuring the Fleet Drivers have the tools and information available to deliver services daily. <p>Duties include:</p> <ul style="list-style-type: none"> • Fleet Centre set-up • vehicle commissioning and decommissioning • driver briefings • coordination of Fleet movements • daily reporting • other duties as required <p>In smaller, provincial locations it may also assume the core duties of the Fleet Communications Officer and Fleet Operations Officer (see outline of the roles below).</p>	<ul style="list-style-type: none"> • Class 1 drivers licence – full licence required. No learners/restricted licences. • Proven experience managing a Fleet Transport facility • Staff supervisory experience • Can-do attitude and a desire to deliver excellent results • High level customer service and communication skills • Ability to use computerised and manual systems • Problem solving and decision making ability • Ability to multi-task, trouble shoot and resolve local issues • Work well under pressure

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ROLE	OVERVIEW	REQUIREMENTS/PROFILE
<p>Fleet Operations Officer - Fleet Centre and/ or Mobile</p>	<p>Based at either the Fleet Centre or providing a mobile function. This role assists with the coordination of the daily Fleet Centre operations. There are two areas of focus:</p> <ol style="list-style-type: none"> 1 ensuring the Fleet Drivers are supported to deliver services; and 2 maintaining the systems supporting the smooth running of the Fleet Centre <p>Duties include:</p> <ul style="list-style-type: none"> • vehicle commissioning and decommissioning • Fleet Driver dispatch • overseeing job sheet allocation/ collection and equipment distribution • monitoring vehicle log sheets • liaising with staff for pool vehicle bookings • monitoring of supplies and stationery levels • other duties required <p>The role also has a mobile function and may involve deployment to match venues and other locations to facilitate Fleet Driver call up at load zones, coordination of kerbside activities and liaison.</p>	<ul style="list-style-type: none"> • Class 1 drivers licence – full licence required. No learners/restricted licences. • Previous Fleet experience in a depot and office environment is preferred • Can-do attitude • High level customer service and communication skills • Ability to use computerised and manual systems • Ability to multi-task, trouble shoot and resolve local issues

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ROLE	OVERVIEW	REQUIREMENTS/PROFILE
<p>Fleet Communications Officer - Fleet Centre</p>	<p>Based at the Fleet Centre. This role is communications-based and primarily focuses on the flow of information between the Fleet Centre and the Fleet Drivers. It coordinates and tracks Fleet vehicle movements via two way radio and mobile phone. The role knows the position of all Fleet vehicles at all times and provides Fleet Drivers with a link to the Fleet Centre.</p> <p>Duties include:</p> <ul style="list-style-type: none"> actively coordinating and tracking all scheduled and ad hoc Fleet vehicle movements delivering general broadcast messages and specific information to Fleet Drivers via two way radio and mobile phone administering the communications equipment using computerised or manual tracking systems other duties as required 	<ul style="list-style-type: none"> Class 1 drivers licence – full licence required. No learners/restricted licences. Previous vehicle-tracking experience in a busy two way radio environment is preferred Experience in a busy call centre environment would be an asset but is not essential Can-do attitude High level customer service and communication skills Ability to use computerised and manual systems Ability to multi-task, coordinate, trouble shoot and resolve local issues

TRANSPORT VOLUNTEER POSITIONS CONT

ROLE	OVERVIEW	REQUIREMENTS/PROFILE
<p>T1 Fleet Driver - Dedicated Car With Driver Service Administrator</p>	<p>This service focused role involves driving a Fleet vehicle to exclusively transport a VIP or Team personnel to and from venues. Services may be scheduled or ad hoc. There may be waiting periods between movements. The role is often dedicated to a client and a vehicle.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • delivery of exceptional exclusive professional driving services, based on a scheduled itinerary and additional ad hoc requirements • assisting clients with luggage and liaising with Liaison Officers • maintaining the vehicle's interior and exterior appearance and cleanliness, and fuelling • other duties as required <p>Role Specific Operational Requirement: T1 Fleet Drivers need to be self-accommodated within the city boundary of the VIP or Team location where they will be working eg. a VIP hotel in Auckland or a Team hotel in Gisborne. T1 Fleet Drivers must have their own reliable transport to and from work each day.</p>	<ul style="list-style-type: none"> • Class 1 drivers licence – full licence required. No learners/restricted licences. • Able to drive any of the following vehicle types: sedans, 5 to 8 seat people movers, 10 seat minivans and 3 seat cargo vans • Capability and proficiency at driving a manual vehicle (minivans and cargo vans have manual transmission only) • Role may involve manual lifting of heavy items • Proven professional driving experience and skills are essential, specifically delivering services to dignitaries or VIP's • Knowledge of VIP protocol would be an asset but is not essential • Familiarity with regional streets and landmarks and knowledge of all road rules is essential • Can-do attitude • Excellent verbal communication and interpersonal skills • Dependable, reliable, professional, courteous, flexible • Discreet approach

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ROLE	OVERVIEW	REQUIREMENTS/PROFILE
<p>T2 Fleet Driver - Pool Car With Driver Service Administrator</p>	<p>This role involves driving a Fleet vehicle as part of a pool service to transport VIP's and other nominated clientele to and from venues as required. Services may be scheduled or ad hoc. There may be waiting periods between movements. The role is not dedicated to a particular client or vehicle.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • delivery of exceptional professional driving services based on scheduled bookings and ad hoc requirements • assisting clients with luggage and liaising with Liaison Officers • maintaining the vehicle's interior and exterior appearance and cleanliness and fuelling • other duties as required 	<ul style="list-style-type: none"> • Class 1 drivers licence – full licence required. No learners/restricted licences. • Able to drive any of the following vehicle types: sedans, 5 to 8 seat people movers, 10 seat minivans and 3 seat cargo vans • Role may involve manual lifting of heavy items • Proven professional driving experience and skills are essential, specifically delivering services to dignitaries or VIP's • Knowledge of VIP protocol would be an asset but is not essential • Familiarity with regional streets and landmarks and knowledge of all road rules is essential • Can-do attitude • Excellent verbal communication and interpersonal skills • Dependable, reliable, professional, courteous, flexible • Discreet approach

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ROLE	OVERVIEW	REQUIREMENTS/PROFILE
<p>T3 Fleet Driver - Pool Car / Van With Driver Service Fleet Maintenance Administrator</p>	<p>This role has two areas of focus:</p> <ul style="list-style-type: none"> • driving a Fleet vehicle as part of a pool service; and • general Fleet Centre maintenance. <p>The role may include transporting nominated personnel to and from venues or items in a light cargo vehicle. Services may be scheduled or ad hoc. The role also ensures all Fleet vehicles are operationally and visually ready for dispatch. The role may be based around operational duties at the Fleet Centre for the majority of the period.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • delivery of exceptional professional driving services • assisting with luggage when required and liaising with Liaison Officers • daily administrative duties • monitoring the Fleet Centre parking plan • inspecting the fleet for cleanliness and damage, details vehicle exteriors and interiors • ensuring vehicles are operational and presentable prior to dispatch and assisting with fueling • other duties as required 	<ul style="list-style-type: none"> • Class 1 drivers licence – full licence required. No learners/restricted licences. • Able to drive any of the following vehicle types: sedans, 5 to 8 seat people movers, 10 seat minivans and 3 seat cargo vans • Role may involve manual lifting of heavy items • Professional experience in Fleet maintenance would be an asset but is not essential • Proven professional driving experience and skills are essential, specifically delivering services to dignitaries or VIP's • Knowledge of VIP protocol would be useful • Familiarity with regional streets and landmarks and knowledge of all road rules is essential • Can-do attitude • Excellent verbal communication and interpersonal skills • Dependable, reliable, professional, courteous, flexible • Discreet approach

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ROLE	OVERVIEW	REQUIREMENTS/PROFILE
<p>Coach Load Zone Officer Administrator</p>	<p>This role monitors and coordinates the smooth arrival and departure of coaches at match venues and other key locations. It includes maintaining the coach load zone and/or coach parking areas and liaising with staff, Coach Drivers and Liaison Officers representing Teams and VIP's kerbside. The role may work independently at smaller venues and in teams at larger venues. A significant amount of standing may be involved.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • assisting clients with transport and tournament queries and linking them with their coaches • maintaining the accessibility and safety of the coach load zone to avoid injury to passengers and damage to vehicles • monitoring and recording coach arrivals and departures at match venues and other key locations • submitting daily reports • coach load zone set up and/or pack up • other duties as required 	<ul style="list-style-type: none"> • Significant experience coordinating bus or coach movements on the ground would be an asset but is not essential • Familiarity with the surrounding streets and landmarks in match regions would be an asset but is not essential • Can-do attitude • Excellent communication and interpersonal skills • Professionalism, patience, courtesy • Ability to multi-task, trouble shoot and resolve local issues • A positive attitude and an outgoing nature are essential