

## CITY OPERATIONS VOLUNTEER POSITIONS

### Overview

City Operations will play a vital role in supporting all host regional activity and delivering an operationally excellent tournament. City Operations will include RWC 2011 festival activity, management of key public transport hubs, and preparing and establishing event and operational areas. Festival activity will be a large part of creating the visitor experience surrounding RWC 2011. Throughout the six weeks of the tournament, there will be festival activity occurring across the country to ensure our visitors experience the best of NZ culture, people, language, heritage and landscape. Some of these areas will incorporate big screens and provide fans without tickets the opportunity to be part of the tournament through watching matches live in a festival environment. Examples of Festival activity events include Fan Zones and community based celebrations of RWC 2011.

ROLE	OVERVIEW	REQUIREMENTS/PROFILE
RWC 2011 Festival Host	<p>Located in RWC 2011 Festival activity sites, the Hosts will be the 'face' of the site, ensuring each visitor has a positive experience.</p> <p>Duties include:</p> <ul style="list-style-type: none"> <li>• answering enquiries, providing information on the festival, tournament and the local area</li> <li>• directing people to i-SITE's and other key visitor information areas</li> <li>• providing directional assistance</li> <li>• providing venue safety support to visitors</li> <li>• other duties as required</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a customer service role would be an asset but not essential</li> <li>• Strong interpersonal and communication skills</li> <li>• Passionate and knowledgeable about New Zealand and your local area</li> <li>• Flexible approach</li> <li>• Confident</li> </ul>
Transport Hub Host	<p>Located at key Transport Hubs, providing support to ensure a positive visitor experience during the tournament.</p> <p>Duties include:</p> <ul style="list-style-type: none"> <li>• provision of transport and visitor information</li> <li>• assistance with directions to and from key activity areas</li> <li>• facilitating crowd movement</li> <li>• other duties as required</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a customer service role would be an asset but not essential</li> <li>• Strong interpersonal and communication skills</li> <li>• Computer literacy</li> <li>• Flexible approach</li> <li>• Good organisational skills</li> <li>• Confident</li> </ul>