



Gateway Area Chapter **Volunteer Job Description**

Department / Program or Event: Bike MS

Reports To: Site Volunteer Lead and/or Staff Member

E-mail: amanda.dieker@nmss.org (prior to day-of event)

Phone: 1-800-344-4867 (prior to day-of event), 636-219-3990 (day(s)-of event)

Location: Central Missouri Event Center (formerly the Boone County Fairgrounds)
5212 North Oakland Gravel Road
Columbia, MO 65202

(Rest Stops: Report directly to your assigned rest stop location.)

Position Summary: Help NMSS raise funds for MS research and local programming and services by ensuring that BIKE MS is a safe and enjoyable event for all attendees.

Responsibilities/Duties:

- **Labor Volunteers:**

- Assist staff with the event site set-up, maintenance, and clean-up.
- Assist with the unloading of Supply Trucks and place items in location identified by staff or volunteer coordinator.
- Decorate area with balloons and other decorations (provided) to make the area festive; use creativity.
- Provide a festive atmosphere by making sure the finish line is decorated.
- Post/hang signage as directed by Site Coordinator or Team Leader.
- When the Site Coordinator deems the event closed, pack up unused BIKE MS supplies and food and load onto Supply Trucks, along with reusable signage, decorations, and designated tents, tables, chairs, and boxes.
- Make sure area is left clean, with all garbage appropriately disposed of in appropriate containers. Trash Bags, boxes and gloves will be provided.
- Turn in any forgotten personal items to the Site Coordinator so that they can be placed in "Lost & Found".

- **Parking/Entrance Gate Volunteers:**

- Ensure a smooth flow of traffic by directing individuals to appropriate parking and other areas.
- In conjunction with a professional parking company, direct arriving cars to available parking areas as designated on site map.
- Direct arriving volunteers to the volunteer check-in table in "The Hub" building.
- Direct arriving participants to the registration table if they need to, turn in money, or pick up a packet in "The Hub" building.
- Direct those with Special Needs to designated Accessible Parking.

- **Meal Volunteers:**

- Provide a relaxing, clean environment for participants to prepare for or unwind after their long ride.
- While third party vendor prepares the meals, oversee the service of food and prepare drinks during mealtime.
- Make sure that meal servers wear rubber gloves while serving food.
- Keep serving and dining areas clean, neat, and inviting.
- Collect and throw trash into collection containers.
- Monitor trash collection containers and transfer full trash bags to dumpsters.
- Check for bib meal tabs or wristbands for rider, volunteers, and family members. Direct non-rider/volunteer meal questions to Information Desk in The Hub.

- **Finish Line Volunteers:**

- Provide a festive finish line experience for cyclists so that they know their amazing efforts are appreciated.
- Help put up decorations and help with music set-up, as needed.
- Cheers and ovations for every rider at the finish line, maintaining a high energy level and positive spirit.
- Feel free to bring noisemakers or whistles to save your voice.
- Thank cyclists for riding and helping to find a cure.
- Distribute participation medals to cyclists (Sunday only).
- Bring a lawn chair; there will be “slow” times.
- Bring clothing/sun block/umbrellas to protect yourself from the elements.

- **Bike Check Volunteers:**

- Ensure that only the owners of bicycles remove them from the bike check area.
- Make sure all bikes are tagged with the cyclist’s number, before the cyclist takes their bike into the bike check area.
- Cyclists will take their bike into the bike check area and leave in a location of their choice.
- Remind riders to keep valuables with them, as we are not responsible for valuables left on their bikes.
- Ensure that bike tag matches the Bib Number of the cyclist when picking up their bike from the bike check area.
- Turn in any lost items found to the Information table located in “The Hub”.
- Remain at the bike check area until relieved by another volunteer or security personnel (security personnel monitors bike storage area overnight).

- **Welcome Tent Volunteer:**

- Participant Registration:
 - Assist cyclists who are registering for the ride, turning in pledge money, or picking up their registration materials.
 - Present the cyclist with their packet, walking through all of the pieces of the packet with them.
 - Collect any money that the cyclist wishes to turn in, according to procedures.
 - Process registration materials correctly and efficiently.
 - Answer questions and provide additional information about the event.
- Volunteer Check-In
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- **Photography Volunteer:**

- Capture the BIKE MS spirit in photos that will be used in promotions, publications, and other areas to highlight the event.
- A photo plan will be provided to provide ideas about the kinds of photos needed.
- Provide your own transportation throughout the route as needed.
- Must have your own digital camera and be willing to provide the chapter with a CD or memory card of photos after the event.
- Please send CD's of photos to the MS Society office no more than 24 hours after the event.
- **Snack Station Volunteer:**
 - Provide a clean and inviting refreshment station where cyclists and volunteers can rehydrate and refuel with snacks.
 - Prepare fruit in appropriate sized proportions.
 - Refill drinks and snacks and make Gatorade.
 - Encourage and thank participants for participating in the Ride.
 - Collect and throw trash into collection containers.
 - Monitor trash collection containers and transfer full trash bags to dumpsters.
- **ALL VOLUNTEERS: NOTIFY SITE COORDINATOR, VOLUNTEER LEAD OR CAPTAIN OF ANY UNSAFE OR MEDICAL SITUATIONS THAT COME TO YOUR ATTENTION!!**

Qualifications/Requirements:

- Desire to provide excellent customer service and treat everyone with the utmost respect.
- Transportation to and from the event location is required.
- HAVE FUN & KNOW THAT YOU HELPING FAMILIES AFFECTED BY MS!!