

9:00am

### Online shop 'til you drop!

I start work at 8.30, but arrive a little earlier to put my lunch in the fridge and have a quick chat with some of the other project officers. At my desk I log on to my computer, quickly check my e-mails and my schedule for the day. I've got a Year 12 presentation at 11.00am in the city and a team meeting at 1.30pm. I won't need to start preparing for the presentation for a while so I get started processing orders from the online shop. This can take a while and it requires attention to detail, so it's better to do it first thing in the morning while I'm feeling really alert. I process the orders which are waiting, then package them up and take them to the mailroom to be sent to the members. These are usually orders for maps and touring guides, especially around school holiday time.



9:30am

### Presentation prep

Before each presentation I catch up with the other project officer I'm presenting with and coordinate all the materials we'll need for the presentations. Together we collect presenter packs, application forms, contact sheets, as well as a laptop and projector. Each presentation is broken into two sections, the introduction and the body. There are different presentations depending on whether we are presenting to Year 11 or Year 12 students. Today I'll be delivering the Introduction of our Year 12 presentation; I quickly revise the script in my mind while we head out to one of the free2go pool cars.

10:00am

### Travel time

We play a quick round of "rock, paper, scissors" to decide who will drive and who will sit back and enjoy the ride. I lose, but I don't really mind the driving, it's a good chance to get out of the office. I input the address of the school into our GPS, and we're on our way. We often have to drive quite a distance to the schools so I'm prepared with a CD to listen to on the way. We both sing along, albeit a little out of tune, and before we know it we arrive at our destination.

10:30am

### Setting up

We check in at the reception desk, and are then guided to the assembly hall, where we are able to start setting up for the presentation. I ask the school administrator where the restrooms are so I can freshen up before the presentation. The DVD is ready to go and the data projector has been set up just in time for the first students entering the auditorium. This school is very organised with their audio-visual equipment but we can't always rely on that and that's why we take our own as backup.

11:00am

### Presentations

My nerves start to kick in as the auditorium slowly fills; two hundred Year 12 students are now looking up at me. Once I start talking, all the nerves fade away and it feels really good to be giving another presentation. After the presentation is finished we ask the students to sign up for free2go membership. This gives them free membership to RACQ for a year so there's usually a high sign up rate! After the presentation, several students come and have a chat, surprisingly a few recognise us from our booth at the Ekka earlier in the year. The school presentations and the opportunity to meet all the students is definitely one of the highlights of this job.



**11:40am**

### **Pack up and back to work**

The auditorium eventually clears out as all the students head to their next class. We pack up all our gear, jump in the car and drive back to RACQ. On the way back we chat excitedly about our ideas for the Schoolies week event.

**1:30pm**

### **Schoolies prep**

Once I've grabbed a cappuccino from the Fusion coffee shop I head to a meeting with my Manager and several other Project Officers. We discuss our progress in coordinating events for the upcoming Schoolies week. I've been tasked with sourcing prizes for the spin 'n' win competitions, and putting together the competition terms and conditions in consultation with the Legal Department. I know I can get some theme park tickets from the Touring Department, which I can use as prizes, so I make a note to get in touch with them once I'm back at my desk.

**3:15pm**

### **Competition entries**

I grab a quick bite to eat to give me an energy boost before I get stuck into my projects. There are usually a couple of projects that I'm currently working on at any time so there's quite a bit of variety in the job. I decide to tackle the entries for this month's free2go online competition. Each month various competitions are advertised on the free2go website, the competition entries give us a chance to update member details – especially contact details like their e-mail address. All the competition entries must be entered into a central database, to make sure the competition draw meets all the legal requirements.

**4:45pm**

### **Tomorrow's another day**

I use the last 15 minutes of the day to prepare for tomorrow. I check my roster and see that I have a 7.30 start, two school presentations and a defective vehicle presentation; tomorrow is going to be another big day!

**12:30pm**

### **Lunch time**

Most of the free2go team congregates at the canteen for lunch, it's a good chance to unwind, and catch up with my colleagues. We grab a table out on the deck and everyone relaxes and has a laugh. I can go back to my desk feeling refreshed and ready to tackle whatever the afternoon brings.

**2:30pm**

### **Prizes**

I give the Touring Department a call and they organise 3 double passes to wet 'n' wild that can be used as prizes during schoolies week. I call around to a couple of companies who have provided prizes for us in the past and get a really good response. I'm making some good headway this afternoon, and decide to keep the ball rolling by starting to draft a copy of the competition terms and conditions. I remember that I wrote something similar during O-Week for another competition that was held, I use this as a template for the new document, which helps me finish it much quicker. I forward the document to my Manager for review.

**4:00pm**

### **Being a call taker**

Because the weather is bad right now, the call volumes for the contact centre are going through the roof. Some of us Project Officers are asked to go and take membership calls to help out. You wouldn't generally think helping out in a call centre would be a part of this job but I think of it as variety and it's nice to know I'm playing my part in helping out our members! After a while things settle down and I make my way back to my desk. A lot of my work as a Project Officer revolves around visiting schools during the school term so I also help out in the contact centre and on membership projects during school holidays.

