

Role Title: Echo Base
Team: Red Earth Rangers
Department: Site Safety

Team Description

The Echo Base role is an operational role responsible for the smooth transition of ranger personnel between shifts day and night and have visibility of the roster throughout the Burning Seed Event. Stationed in the Ranger Operations office, they are also the static point of contact for participants wishing to report in (i.e. incidents, lost property, etc) as well as being in charge of office resources such as incident reports, stationery and the like.

Echo Base works with the Red 5 and reports to the assigned Rogue Leader on the shift and Ranger Lead (including 2IC).

Rangers act as non-confrontational community mediators, providers of reliable information, facilitators of public safety, and navigators at the edge of chaos.

Day or night, pairs of Rangers can be found walking about the paddock engaging with the community, enjoying the art, and always ready to help sort things out. As a Shift Lead, you are supporting the on-the-ground Rangers to do what they do best.

Role Summary/Purpose:

Echo Base's purpose is to be the point of contact for participants and DIRT Rangers, and to field these queries whilst the Red 5 is focusing on radio awareness and responding to escalations from DIRT rangers.

Echo Base is an operational support role and you will remain at the Ranger Operations/Site Office for the majority of your shift(s).

Major team projects for 2018:

- Solidifying a strong and dedicated core group of Ranger leadership
- Recruiting more Rangers, while keeping the Ranger attrition rate low
- Strengthen and define existing policy and SOPs so that stakeholders are empowered to make tough calls and decisive action when necessary

Working relationships:

- Site Safety Facilitator and Site Managers
- PEER Rangers, Sanctuary, Medical Team, Security Team
- Crew Wranglers
- RED5 and Dirt Rangers

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Time Commitment/Dates required:

- **Year Round:** Attendance at their local Ranger Training prior to the event.
- **On Site:**
 - Minimum of 2x 4 Hour shifts over the course of the Burning Seed Event. Three or more is desirable and appreciated and you will be loved for it!

Duties/Responsibilities

- Being the front-of-house desk for participants. Participants may want to report incidents such as lost property, incidents, missing children etc.
- Supporting rangers coming off shift, requiring a fuel break, or coming on shift. This can include retrieval and handling of radios, providing water and other perishables to assist them, and generally being their rock and hero!
- Escalate queries to Red5, Officer and or Ranger Leads where appropriate.
- Review and sign in/sign out Rangers, as well as taking stock of Rangers who do not show for shifts and alerting Officers.
- Embody the Ranger spirit, promote the importance of Rangers and be on the lookout for new recruits

Key challenges

- Provide timely responses to queries and being helpful and enthusiastic, even when supplying the same information repetitively.
- Fielding challenging queries with understanding and empathy and knowing when to escalate upstream.

Necessary Qualities, Knowledge and Experience:

- Must possess exemplary written and verbal communications.
- Good people skills and approachable interpersonal manner.
- Excellent understanding of the Rangers role as well as adjacent Site Safety groups (i.e. PEER, FART, etc)

Desirable Qualities, Knowledge and Experience:

- A Dedicated Enthusiasm in what the Ranger Team does for our community
- Prior experience as a DIRT ranger or other Site Safety role
- Would suit individual with Reception, Team Lead or Retail background. Experience with the aforementioned would be desirable.
- Detail-oriented and penchant for addressing queries first-time.
- A Desire to obtain more experience in Rangering through attending other Regionals in a Ranger or Ranger Support Capacity.