

# VOLUNTEER POSITION DESCRIPTIONS

## **Volunteer Team Leader**

Key responsibilities include:

- Providing leadership
- Managing volunteers during competition sessions
- Supervising volunteers in your section (Field of Play, Spectator Services, Access Control)
- Rotating the volunteers in your section through each position
- Providing meal and toilet breaks etc.
- Liaising with the SAL Event Coordinator to deal with arising issues

Positions being recruited

- Field of Play Volunteer Team Leader
- Spectator Services Volunteer Team Leader
- Access Control Volunteer Team Leader

Volunteer Team Leaders should be confident, exhibit initiative, and be willing to direct and control any issues. You will be the first point of contact for volunteers within your team, and will pass on any serious issues to the SAL Event Coordinator. Previous experience in a similar leadership role is highly desirable.

## **Field of Play Attendant - includes ASADA table**

Key responsibilities include:

- Dealing with athletes, coaches, team support, event staff, and venue staff
- Checking accreditation (where applicable, i.e. coaches area)
- Ensuring that pool deck personnel continue moving through the correct areas. E.g. Athlete seating areas, walkways, etc.
- Ensuring that the field of play area is kept clear at all times

ASADA table responsibilities include:

- Collecting athlete accreditation passes from event officials
- Managing the return of athlete accreditation passes to competitors following all races
- Liaising with medal chaperones to ensure that medallists are readily identified for ceremonies
- Assisting ASADA representatives in locating athletes for testing as required

*Note: ASADA stands for Australian Sports Anti-Doping Authority*

By managing the field of play area, field of play attendants assist in ensuring the safety of competitors and the professionalism of the event. Field of Play Attendants will be under the supervision of the Volunteer Team Leader for that section.

### **Spectator Services – Includes Program Sellers and Corporate Function Hosts**

Key responsibilities include:

- Dealing with event personnel, athletes, team support, VIPs, and spectators
- Checking patron tickets
- Assisting and directing patrons to their seats
- Checking patron tickets
- Answering patron's questions regarding the event
- Maintaining a smooth flow of traffic in your designated area

Program Seller responsibilities include:

- Selling event programs to spectators
- Moving between the grandstand sections and entrance to the venue
- Money handling

Corporate Function Host responsibilities include:

- Meeting and escorting corporate guests from the main entrance to the function room.
- Ensuring that corporate guests are escorted back to their seats at the conclusion of the function
- Dealing with high profile visitors

This role involves significant people skills, as volunteers will be in direct contact with the general public for the majority of their shift.

Volunteers assigned to Program Selling and Corporate Function Host positions will be re-allocated to other Spectator Service roles as required. Spectator Service volunteers will be under the supervision of the Volunteer Team Leader for that section.

### **Access Control**

Key responsibilities include:

- Monitoring a ticketing and/or accreditation access point
- Managing accredited access to each zone (i.e. media, Field of Play, etc.)
- Checking patron tickets and/or accreditation passes
- Managing venue 'pass out' procedure

By closely monitoring the entry of personnel into accreditation and ticketing checkpoints, this role ensures that the safety and security of all participants is upheld. Access Control volunteers will be under the supervision of the Volunteer Team Leader for that section.

### **Accreditation Attendant**

Key responsibilities include:

- Assisting the SAL Event Coordinator with the distribution of event accreditation
- Taking event accreditation photos and printing accreditation passes
- Distributing complimentary tickets to SAL guests
- Dealing with event personnel, athletes, team support, corporate guests, and spectators

Positions will be based at the SAL accreditation area at the entrance to the venue. Accreditation Attendants will report directly to the SAL Event Coordinator, and a minimum of two (2) attendants will be required to ensure the efficient operation of the SAL accreditation area.

### **Medal Presentation Assistants (finals only)**

Key responsibilities include:

- Preparing the medals for each medal presentation
- Assisting the SAL medal coordinator in briefing presenters and medal winners
- Assisting the SAL medal coordinator in the production of medal ceremonies
- Assisting in the presentation of medals as tray bearer

Two (2) volunteers are required for this position. If available, it would be advantageous for the same volunteers to perform this role each evening. This position requires the ability to work to strict deadlines and handle stressful situations. Knowledge of swimming and results would be an advantage.

### **Medal Winner Chaperones (finals only)**

Key responsibilities include:

- Informing medal winners of their presentation time when they exit the water
- Ensuring that all athletes are directed along the correct pathway to the medal presentation area.
- Ensuring that athletes arrive in the presentation area with sufficient time for briefings etc prior to their victory ceremony
- Ensuring that all athletes are clothed for presentation E.g. *not just in their swimmers*, and have some form of footwear (thongs are ok). This is a requirement for all Australian Swimming Championships

Chaperones will work closely with the SAL Event Operations Coordinator and other presentation area volunteers. Knowledge of swimming and results is an advantage for this position. It is preferable that the same volunteers perform this role each evening.

### **Results Runners**

Key responsibilities include:

Results runners are responsible for distributing results to people in various locations during both heats and finals sessions. Volunteers must be at least 12 years of age to apply for this role.

The runners will be asked to take photocopies of the results and distribute these to various locations in the venue. The role needs to be performed quickly and runners should be physically capable. Results runners will report to the Chief Recorder.