



Volunteer Workforce Categories

The following is a breakdown of the types of volunteer roles available at the 2017 Australian Masters Games. Please note this is a general description only, designed to assist in determining the role best suited to you. For further details, please contact the Volunteer Workforce Coordinator.

Accreditation

To assist the Registration Manager and staff in the efficient operation and delivery of accreditation collection services for all 16th Australian Masters Games (16AMG) participants (i.e. Competitors, Supporters and Non Playing Officials).

Key tasks may include:

- Greet Games participants at accreditation centre and check-in points
- Check registration paperwork and issue accreditation passes
- Verify registrations on AMG online systems
- Assist with accreditation enquiries
- Maintain and refresh accreditation areas

Administration

Assist the Games Registration & Administration staff to ensure the smooth operation and delivery of all administrative aspects during the preparation and delivery of the Games.

Key tasks may include:

- Responding to phone and email queries
- Customer service
- Computer/Office tasks including word processing, filing, mail-outs, updating spreadsheets
- Lost and found property
- Refill and refresh office supplies

Brand

As the first face participants will see at games venues including accreditation centres, sporting venues and official games events, our Brand Ambassadors will provide exceptional customer services, local knowledge and games information to participants.

Key tasks include:

- Meet and greet participants at accreditation centres, sports venues and games events
- Assist in managing and maintaining the participant traffic flows, queues, pathways, entrances and exits in a safe and effective manner
- Provide information on various games services and programs in regards to registration, accreditation, Opening and Closing ceremonies, and other general enquiries
- Provide information and directions for participants to access accreditation collection, kit bag and sport program collection, food and beverages, toilets, and/or other areas
- Assist in directing relevant participants (e.g. non registered participants, lost accreditation passes, registration withdrawals and transfers) to the Accreditation Help Desk area
- Provide basic information and assistance with tourism, hospitality, transport and visitor information services or referral to relevant service for more complex inquiries



Community

To assist in the smooth delivery of services at Games community functions including the opening and closing ceremonies and other official events or venues.

Tasks may include:

- Meet & greet and information services for participants and members of the public
- Hospitality and crowd/parking management services at official games functions and events
- Other tasks depending on the event and venue

Logistics

Assists the Operations Coordinator in ensuring the efficient delivery of logistical operations for Games participants, stakeholders and workforce. This includes tasks and responsibilities such as collating, moving, delivering and relocating goods and equipment to undertake the operations of each Games Venue (sport venues and non-sport venues).

Key tasks include:

- Bump in and out of games venue infrastructure at community and social events including opening and closing ceremonies
- Assist with relocation and set-up of signage, goods and equipment at Games venues including sports venues, accreditation centres and other sites
- Assist with transport of equipment and passengers
- Assist with games kit bag collation, movement and distribution

Communications

Assist with the delivery of communications services including media and public relations in the lead up to and during the 16th Australian Masters Games (16AMG).

Key tasks include:

- Sourcing and supplying content for social/print media and newsletters
- Photography/video at sporting events, social functions and other games events
- Assist media and communications staff as required

Sport

Sport volunteers with a range of tasks as determined by the venue manager and sport convenor. Volunteers will assist in the general operations at each venue and in the efficient running of the competition.

Key tasks will depend on the requirements of each specific sport and/or venue:

- Officiating roles such as scoring, time-keeping, umpires, line judges
- Catering and canteen duties
- Venue logistics and operations
- Others duties as determined by each sport/venue