



## SIRR VOLUNTEER POSITION DESCRIPTION

**Title:** Spectator Services Team Leader

**Reports to:** Volunteer Coordinator/ Spectator Services Coordinator

**Start Date:** 27 March 2017

**End Date:** 2 April 2017

**Purpose of Role:** To provide quality support to your team and to assist delivering high quality Spectator Services to the patrons, the athletes and their staff.

### Key Areas of Responsibility:

- Ensure that information booths are set up correctly, ready to operate and making sure that adequate supply is maintained
- Collect and distribute equipment you and your team will require.
- Take your allocation of Volunteers to their location in accordance with the map and deployment plan given to you
- Provide clear instructions to each team member regarding their role.
- Check on each of your team members as often as possible. Remind them of the instructions for their position and the basic elements of their role.
- Keep an eye on operations, report incidents, changes and concerns to your Supervisor.
- Keep staff updated with progress of, or changes to, the shift.
- Provide assistance to resolve problems/issues/conflict within your ability and training and determine where you need assistance from your Volunteer Coordinator.
- Ensure team members are having breaks
- Follow all instructions given to you by your Supervisor.
- Help solve other customer concerns where possible.
- Sign out your Volunteers at the end of their shift.
- Provide feedback on Volunteers' performance.
- Assist to pack down booth for the night.
- Recognise the good work of your team.

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### Requirement:

- Ready and able to deal with a variety of questions and situations during the event
- Be resourceful and proactive
- Reliable and committed
- Excellent social skills

**This role is required to complete a minimum of 4 shifts for the event but ideally for the entire week. Please [contact us](#) if you wish to discuss this.**

### Volunteer Benefits

- Free shuttle from and to the Sydney International Regatta Centre and train station
- Official volunteer uniform including shirt, cap, drink bottle and bag
- Food and drink during your shift
- The experience of volunteering at an amazing event
- Opportunity to chat with international athletes
- Opportunity to view quality racing and see Australia's 2016 Olympians in action!
- Free parking on duty days
- Thank you function (Sunday 2nd April)
- Volunteer Certificate/Reference Letter as required

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