

## Volunteer Position Descriptions

### **Bag Storage & Locker Room Assistant**

Managed by:	Player Service Coordinator
Description:	Assist with player bag storage and locker room enquiries. Located at the Clubhouse registration desk.
Key Responsibility:	Ensure locker room facilities are kept clean and amenities stocked (liaise with 13 <sup>th</sup> Beach) Manage the bag storage area for players, located on the side of the clubhouse
Attributes:	A friendly and welcoming demeanor but must be firm & decisive Good communication skills Ability to troubleshoot
Time commitment:	Preferably, a minimum of two days over the four-day tournament (half day shifts)

---

### **Broadcast Camera Assistant & Pole Holder**

Managed by:	Broadcast Team (Australian Network Production)
Description:	Get up close and personal to the players with this highly dynamic role at the forefront of the action. You will assist the cameramen in moving their gear and carrying the pole that helps deliver the live feed back to the broadcast trucks for the television coverage.
Key Responsibility:	Carry the pole attached to the camera and move quickly with the cameraman as they are filming the golf shots. Assist in moving camera gear on and off the golf cart and shifting from shoot locations.
Attributes:	Fit and active – fair amount of running and some lifting required. Ability to think and act quickly with the players foremost in mind. Knowledge of general golf etiquette preferred. Flexibility with hours and availability to volunteer for all 4 days.
Time commitment:	Half day on Wednesday (briefing), Full day Thursday – Sunday (tournament days)

## Volunteer Position Descriptions

### **Broadcast Gear Assistant & Driver**

Managed by:	Broadcast Team (Australian Network Production)
Description:	Get up close and personal to the players with this highly dynamic role at the forefront of the action. You will assist the cameramen in moving their gear on and off the cart and assisting in driving as they race around the course capturing the action.
Key Responsibility:	Assist in quickly moving camera gear on and off the golf cart Assist in driving the cart to the location where next shot will be filmed (ie. next tee)
Attributes:	Fit and active – some lifting required. Ability to think and act quickly with the players foremost in mind. Excellent knowledge of course layout preferred, particularly any shortcuts. Knowledge of general golf etiquette preferred. Flexibility with hours and availability to volunteer for all 4 days.
Time commitment:	Half day on Wednesday (briefing), Full day Thursday – Sunday (tournament days)

---

### **Carry Board Holder**

Managed by:	Scoring Coordinator
Description:	Carry mobile score board for the leading / marquee player groups.
Key Responsibility:	Carry mobile score boards for leading player groups, ensuring good visibility for spectators. ie Walk along one side of fairway with scores facing spectators.  Liaise with Walker Scorer to update scoreboard after each hole is completed.
Attributes:	Preference is for strong volunteers who are able to carry the leader boards for 18 holes. A shoulder harness with holder is provided. Boards weigh approx. ~8kg
Time commitment:	Preferably, a minimum of two days over the four-day tournament. Duration of shifts will be one 18-hole round, approximately 4.5 hours. Volunteers will not know exact start time until the Championship draw is released but can nominate an AM or PM start time for each day.

## Volunteer Position Descriptions

### **Cart Shuttle Driver**

Managed by:	Player Service Coordinator											
Description:	Transporting players & caddies to and from clubhouse to the Creek course.											
Key Responsibility:	Driving participating players and their caddies to and from the Clubhouse from the Creek course on Thursday and Friday.											
Attributes:	<p>A friendly and welcoming demeanor.</p> <p>Current driver's license.</p> <p>Ability to drive safely and responsibly in all conditions.</p> <p>Willingness to maintain 0 blood alcohol limit whilst rostered on duty.</p>											
Time Commitment:	<p>Attend pre event training day</p> <p>Preferably, a minimum of two shifts days over Thursday or Friday.</p> <p>Approximate shift duration – 3 hours</p> <p>Approximate times &amp; duration of shifts are:</p> <table> <tr> <td>6.30am – 9am</td> <td>(shuttle to 10<sup>th</sup> tee)</td> <td rowspan="4" style="vertical-align: middle;"><i>Times TBC</i></td> </tr> <tr> <td>11:30am – 1:30pm</td> <td>(shuttle to 10<sup>th</sup> tee)</td> </tr> <tr> <td>11:30am – 2:30pm</td> <td>(shuttle from 9<sup>th</sup> green)</td> </tr> <tr> <td>4pm – 7pm</td> <td>(shuttle from 9<sup>th</sup> green)</td> </tr> </table>			6.30am – 9am	(shuttle to 10 <sup>th</sup> tee)	<i>Times TBC</i>	11:30am – 1:30pm	(shuttle to 10 <sup>th</sup> tee)	11:30am – 2:30pm	(shuttle from 9 <sup>th</sup> green)	4pm – 7pm	(shuttle from 9 <sup>th</sup> green)
6.30am – 9am	(shuttle to 10 <sup>th</sup> tee)	<i>Times TBC</i>										
11:30am – 1:30pm	(shuttle to 10 <sup>th</sup> tee)											
11:30am – 2:30pm	(shuttle from 9 <sup>th</sup> green)											
4pm – 7pm	(shuttle from 9 <sup>th</sup> green)											

### **Courtesy Car Driver**

Managed by:	Courtesy Car Coordinator		
Description:	Transporting players & officials between accommodation and golf course. Courtesy cars will be provided.		
Key Responsibility:	Driving participating players, their caddies and some officials to and from 13 <sup>th</sup> Beach to their accommodation during the week of the tournament. Additional trips to collect and return players and their caddies from Geelong or Melbourne Airport may be required. Drivers will be responsible for keeping their cars clean and refueling vehicles where required.		
Attributes:	<p>A friendly and welcoming demeanor is imperative as in some cases you will be the first point of contact for this person at the tournament.</p> <p>The ability to drive safely and responsibly in all conditions.</p> <p>Willingness to maintain 0 blood alcohol limit whilst rostered on duty.</p>		
Requirements:	<p>Valid Driver's License</p> <p>Police Check</p>		
Time Commitment:	<p>Preferably, a minimum of two half day shifts.</p> <p>Transport Operations begin the Sunday prior and conclude the Monday following the event.</p> <p>Available to attend training session prior to commencement of Transport Operations.</p>		

## Volunteer Position Descriptions

### **Drinks Distribution Assistant**

Managed by:	Drinks Distribution Coordinator
Description:	Ensuring on course drink stations are stocked with water/sports drinks and ice during the practice rounds (Mon-Wed), Pro-am (Wed) and Tournament days (Thurs – Sun). Work in pairs.
Key Responsibility:	Place drink bins on the designated tees and stock with ice and drinks for players and caddies from the start of play (7.00 am) until the conclusion of play. Monitor drink bins during the day, replenishing with ice and drinks as required. Empty drink bins after the last group has passed through. Provide volunteers on course with drinks as required.
Attributes:	A calm and non-intrusive approach to ensure minimum impact on playing groups. Reasonably fit as some heavy lifting of drinks is required. (~8kg max) Ability to drive safely and responsibly in all conditions. Willingness to maintain 0 alcohol limit whilst rostered on duty
Time commitment:	Preferably, a minimum of two days over the four-day tournament. Approximate duration of shifts is 7.00 am - 1.00 pm OR 1.00 pm - 6.00 pm

---

### **General Volunteer**

Managed by:	Volunteer Coordinator
Description:	If you have no specific role preference and the ability to be able to fill gaps in any given volunteer role.
Key Responsibility:	Previous experience in two or three other volunteer roles would be beneficial as well as being able to switch roles at short notice.
Attributes:	Willingness to provide additional support to any volunteer team that requires assistance.
Time Commitment:	Availability and time flexibility from Monday of event week through to final day of play.

## Volunteer Position Descriptions

### **Hole Marshal**

- Managed by:** Hole Marshal Coordinator
- Description:** Manage spectators around a specific hole on course
- Key Responsibilities:** Marshals are predominantly responsible for managing spectator movement and noise control around high profile tees and greens.
- Marshals may be assigned to high traffic areas to assist players moving between holes
- Marshals are supplied 'quiet' batons to assist them with crowd noise control.
- Marshals positioned at Tees to monitor access to drink bins. Only players and caddies are permitted to access drinks
- Attributes:** Ability to give clear and concise direction to spectators.  
 A loud controlled voice with suitable cut-through to gain attention when required.  
 Ability to think and act logically with player and spectator safety in mind.  
 Sound knowledge and etiquette of the game of golf.
- Time commitment:** Preferably a minimum of two days over the four-day tournament.  
 Duration of shifts are approximately 6 hours beginning between 7:00am & 9am OR 12pm & 2pm.  
 A group of club members can manage or "own" one hole for one or more days during the event.
- 

### **Live Scoring Assistant**

- Managed by:** Live Scoring Coordinator (MenMac team)
- Description:** Assist in the collection of live scores from the walking scorers via radio base stations. Located in the Clubhouse.
- Key Responsibility:** Scorers will relay their groups scores back to you at the completion of each hole and after confirming those scores you will input the data, via laptop, in to the live scoring system
- Each operator is allocated specific groups each day with Thursday and Friday seeing the biggest fields. (ie Men/Women, even no. groups/odd no. groups)
- Attributes:** A fundamental understanding of the game of golf essential.  
 Communication skills should include clear diction, good hearing and patience.  
 Attention to detail when recording scores as the scoring system is streamed live on the website.
- Time Commitment:** Preferably, a minimum of two days over the four-day tournament.  
 Duration of shifts will be 3 hours.  
 On all days, shifts will begin from approximately 6:45am (depending on first tee time)  
 On all days, the last shift will finish at end of play.  
 Available to attend training session prior to event (TBC).

## Volunteer Position Descriptions

### **Practice Area Attendant**

Managed by:	Practice Fairway Coordinator
Description:	<p>Assist in the operations of the Practice Areas (practice fairway &amp; shot game areas)</p> <p>This role has periods of down time however the volunteer will be able to observe leading golf professionals practice their skills close up.</p>
Key Responsibility:	<p>Assist with practice fairway schedule &amp; distribution of balls</p> <p>Fill Range baskets with clean range balls and allocate baskets to players or their caddies as required.</p> <p>Ensure sufficient quantities of clean range balls are available at all times</p> <p>Collect range balls using the ball collection machine and handheld units</p> <p>Sort and clean balls using the ball washer at the end of the day</p> <p>Ensure short game areas are tidy at all times</p> <p>Maintain cleanliness and safety aspects of the practice areas at all times</p> <p>Ensure club cleaning water buckets are filled with clean water at all times.</p> <p>Repair pitch marks on both practice greens as required</p>
Attributes:	<p>Current Driver licence</p> <p>Ability to drive golf cart</p> <p>A friendly and approachable demeanor</p> <p>Ability to stand for long periods of time</p> <p>This role involves some heavy lifting and bending (~10kg max)</p> <p>Ability to work in a team environment</p>
Time commitment:	<p>PM shift on Sunday (prior to tournament commences)</p> <p>AM or PM shifts all days from Monday to Saturday</p> <p>AM shift on Sunday (final round)</p>
Training:	<p>Training for use of the Ball Collecting Cart will be provided</p> <p>A minimum of 3 volunteers will be rostered for all shifts</p>
Equipment Provided:	High Visibility vest

## Volunteer Position Descriptions

### **Volunteer Headquarters Assistant**

Managed by: Volunteer HQ Coordinator

Description: Assisting with multiple tasks in Volunteer Headquarters.

Key Responsibility: A specific task will be offered at a later date, tasks include volunteer registration, distribution of uniforms, assisting walker scorers with collecting their paperwork, caddie bibs and radios. Updating of carry boards. Assist event team on Pro Am day.

Attributes: Ability to think logically and remain calm under pressure. Good people skills are imperative

Time Commitment: Volunteer headquarters is open from Sunday prior (bump in) until end of Tournament. Preferably you can commit to 4 or more AM or PM shifts over the 7 days of the event.

Note: Assistance will be needed pre-event assisting with the collation & distribution of Volunteer Uniforms from the Cheltenham office (local assistants only). Dates to be advised – approx. last 10 days of January.

Task Summary: Sunday – Sunday

- Sunday prior to event – assist in setting up Volunteer HQ, distribute uniforms and accreditation to volunteers
- Arrive at Volunteer HQ at shift start time
- Confirm role to manage each day
- Set up as required ie.
  - Updated rosters printed, highlighters & pens available
  - Food tokens on hand
- Greet volunteers on arrival
- Ask name and cross off as registered for shift
- Give them food token (1 sheet per day)
- Offer map/draw sheet
- Confirm their role
- Give them any equipment required, relevant to their role
- Advise any further information to assist them prior to fulfilling their role
- Advise drinks and food available in HQ
- Advise sunscreen and insect repellent available in HQ
- Thank them for their time and to enjoy their day
- HQ Assistants will have specific responsibilities
  - ie. Handing quiet signs to Marshals
  - ie. Names on Caddie Bibs and sorting into order of play
  - ie. Putting names on Carry Boards as required (T'ment Director to confirm groups)
  - ie. Walker Scorer coordination (see full role description)

## Volunteer Position Descriptions

### **Walker Scorer**

**Managed by:** Walker Scorer Coordinator/s

**Description:** One walker scorer is allocated to a specific playing group at a set starting time and will accompany the group for the 18-hole round.

Walker scorers keep the score and statistics of the players in their designated group. Upon reporting for duty, each walking scorer is allocated a two-way radio and a scoring sheet for their group of players.

At the completion of each hole, each scorer is required to radio the score for each player to the Tournament Administration Office (Base Station).

**Key Responsibility:** Data inputted by the walking scorer will be automatically pushed into the live scoring channels for TV broadcasting and all electronic leaderboards on course and online.

This role is vital in ensuring that the recording of accurate scores and statistics of each playing group is maintained over the duration of the event.

The walking scorer will also be required as the point of contact between officials and the players should there be a ruling required or in an emergency.

**Additional Responsibility:** Distribute to & collect bibs from player's caddie.  
 Each player's caddie is required to wear a caddie jacket (bib) for each round of the Championship. This assists spectators being able to recognize competing players and in the overall promotion of the event. In the event of the player not having a caddie the spare bib can be left with the starter. Caddie bibs are to be collected from the caddies on the last hole.

**Attributes:** A solid knowledge of golf. Attention to detail and ability to monitor player scores and statistics throughout the game.  
 Ability to use a two-way radio (training will be provided).  
 A clear voice that can be understood.  
 A calm and non-intrusive approach to ensure minimum impact on playing group.  
 Ability to walk 18 holes.

**Time commitment:** Preferably, a minimum of two days over the four-day tournament. Duration of shifts will be one 18 hole round, approximately 4.5 hours.  
 On all days, shifts will begin between approximately 7.00 am - 9.00 am  
 or 11:30 am - 1:30 pm  
 Available to attend training session prior to event.

**Other:** Up to 90 walking scorers will be required for Thursday and Friday while approximately 40 walking scorers will be required for the weekend rounds.

All scorers will be instructed on how to use radios prior to the event.

**Equipment Provided:** Two-way radio, clipboard, pencil, eraser, scoresheet for group



## Volunteer Position Descriptions

### **Walking Marshal**

Managed by:	Walking Marshal Coordinator
Description:	A key marshaling role with walking marshals allocated to the leading player groups.
Key Responsibilities:	<p>Walking marshals are primarily responsible for management of the larger crowds that follow the leading and high-profile players.</p> <p>Marshals walk 18 holes and assist fixed hole marshals to manage player walkways from green to tee.</p> <p>Quiet please batons and light ropes will be allocated to walking marshals to assist with their role.</p> <p>All marshals will be invited to walk down the fairway with the last 2 groups on Sunday to assist with crowd control.</p>
Attributes:	<p>Ability to walk 18 holes and give clear and concise direction to spectators.</p> <p>Willingness to manage both volunteers and members of the public.</p> <p>A loud controlled voice with suitable cut-through to gain attention when required.</p> <p>Ability to think and act logically with player and spectator safety top-of-mind.</p> <p>Sound knowledge and etiquette of the game of golf.</p>
Time commitment:	<p>Preferably a minimum of two days over the four-day tournament. Duration of shifts will be one 18-hole round, approximately 4.5 hours.</p> <p>Walking Marshal roles are assigned to high profile groups &amp; during busy spectator times.</p> <p>On all days, shifts will begin between approximately 7.00am - 9.00am or 11:30am - 1:30pm.</p> <p>Volunteers will not know exact start time until the Championship draw is released but can nominate either an AM or PM start each day.</p>

### **Will Call Attendant**

Managed by:	Transport Logistics Coordinator
Description:	Will call checkpoints will be located at the main driveway on Tomara Dve and within the General Car Park. Attendants will be required to monitor a list and distribute items to guests upon request (ie. Tickets, accreditation & car park passes),
Key Responsibilities:	<p>Assist with distribution of items at will call</p> <p>Monitor levels of items &amp; notify coordinator if supplies are low</p>
Attributes:	<p>Friendly and welcoming demeanor</p> <p>Good communication skills</p> <p>Ability to think and act logically</p>
Time commitment:	Wednesday – Sunday of Tournament Week (morning until early afternoon)