

Volunteer Position Descriptions inc. Tasks

Broadcast Camera Assistant & Pole Holder

- 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 inc. Tasks

Broadcast Gear Assistant & Driver

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)

Volunteer Position Descriptions inc. Tasks

Caddie Bibs Assistants

- Description:** Providing and collecting Caddie Bibs.
- Key Responsibility:** Distributing Caddie Bibs to players on the 1st and 10th tees.
- Attributes:** Fit and active – some lifting required.
A calm and non-intrusive approach to ensure minimum impact on playing groups.
Knowledge of general golf etiquette preferred.
Flexibility with hours and availability to volunteer for all 4 days.
- Time Commitment:** Preferably, a minimum of two days over the four-day tournament.

Volunteer Position Descriptions inc. Tasks

Carry Board Holder

- 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 can 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.
- Task Summary:** Thursday – Sunday
- Register at Volunteer HQ minimum 30 minutes prior to allocated tee time
 - Confirm tee/time/group
 - Boards are carried for groups where a crowd is expected & for final groups on Sat & Sun
 - Collect carry board (and holster if applicable)
 - Learn how to change scores
 - Head to allocated tee 15 minutes prior to tee time
 - Creek Course 10th tee – take shuttle from front of clubhouse
 - Introduce yourself to walker scorer, players & caddies
 - After all players have teed off, follow group down the fairway (board facing spectators)
 - At the green, ensure carry board is in prominent position for spectators. Be sure not to stand in between players and camera crew
 - After completion of each hole, confirm score with walker scorer and update scores on both sides of the carry board
 - Following the round, return carry board to Volunteer HQ

Volunteer Position Descriptions inc. Tasks

Cart Shuttle Driver

- 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:** A friendly and welcoming demeanor.
Current driver's license.
Ability to drive safely and responsibly in all conditions.
Willingness to maintain 0 blood alcohol limit whilst rostered on duty.
- Time Commitment:** Preferably, a minimum of two shift days over Thursday or Friday.
Approximate shift duration – 3 hours
Approximate times & duration of shifts are:
- | | |
|------------------|--------------------------------------|
| 6.30am – 9am | (shuttle to 10 th tee) |
| 11:30am – 1:30pm | (shuttle to 10 th tee) |
| 11:30am – 2:30pm | (shuttle from 9 th green) |
| 4pm – 7pm | (shuttle from 9 th green) |

Task Summary: Thursday – Friday

- Register at Volunteer HQ minimum 30 minutes prior to allocated start time
- Proceed to Cart Shed
- Collect the following items
 - Drinks cart
 - Map of Course
 - Radio ?

Shuttle to 10th Tee

- Drive to Clubhouse Entrance (*designated pick up area to be signposted?*)
- Confirm players transported to 10th tee is in order of draw/tee times
- Drive along path to Creek Course 10th tee
- Drop players and caddies at 10th tee
- Drive along path back to pick up area at Clubhouse entrance
Continue process until end of tee times
- At end of shift return cart, keys, map, radio to Cart Shed

Shuttle from 9th Green

- Drive to 9th green (*designated pick up area to be signposted?*)
- Collect players and caddies wishing to be transported to clubhouse
- Drive along path back to Clubhouse entrance
Continue process until end of field
- At end of shift return cart, keys, map, radio to Cart Shed

Volunteer Position Descriptions inc. Tasks

Drinks Distribution Assistant

- Description:** Ensuring on course drink stations are stocked with water/sports drinks and ice during the Pro-am (Wed) and Tournament days (Thurs – Sun). Work in pairs.
- Key Responsibility:** Place drink bins and water drums 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
- Equipment provided:** Two-way radio with earpiece.
Paper & pen
Map
Stanley knife
- Task Summary:** Wednesday Pro-am – Sunday
- Register at Volunteer HQ minimum 30 minutes prior to allocated start time
 - Proceed to Cart Shed
 - Collect the following items
 - Drinks cart & key
 - Course map showing:
 - location of refrigeration container with drink stock
 - course area to manage
 - locations of drink bins on course and fridges to fill
 - Radio – with earpiece
 - High Visibility vest (if available)
 - Stanley knife
 - Clipboard with stock tracking sheet & pen
 - Load cart with selection of water and sports drink
 - Record stock taken
 - Drive between each allocated bin/fridge monitoring stock level and fill as required
 - Ensure all drink bins/fridges are stocked with water and selection of sports drink
 - Continue process until end of shift
 - At end of shift return cart, keys, map, radio & stanley knife to Cart Shed
 - *Note: PM shift to follow last groups, collecting drinks from bins on course. All five days (including Pro-Am day)*

Volunteer Position Descriptions inc. Tasks

General Volunteer

- 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.
Register at Headquarters and Volunteer Coordinator will advise what tasks are available for the day.

Volunteer Position Descriptions inc. Tasks

Greeter & Information Assistant

- Description:** Welcome spectators to the event and provide assistance as required.
- Key Responsibility:** Greet spectators as they arrive from carpark shuttle buses.
Offer assistance to anyone requiring direction or any information regarding the event.
Offer copy of course map/daily draw.
- Attributes:** A friendly, welcoming & approachable demeanor is imperative as in some cases you will be the first point of contact for this person at the tournament.
Communication skills should include clear diction, good hearing and patience.
Good knowledge of the event and 13th Beach courses
Ability to stand for long periods of time
Willingness to maintain 0 alcohol limit whilst rostered on duty
- Time Commitment:** Preferably, a minimum of two days over the four-day tournament.
Duration of shifts will be 4 hours.
On all days, shifts will begin from 7am (depending on first tee time and therefore carpark shuttle bus times)
On all days, the last shift will finish after last bus has departed clubhouse.
Available to attend training session prior to event.
- Equipment provided:** Course Maps / Draws
Cap/hat/bib with 'i' on it – so patrons can clearly see who to approach for information
- Task Summary:** Thursday – Sunday
- Register at Volunteer HQ minimum 30 minutes prior to allocated tee time
 - Confirm location of role (front entrance to clubhouse TBC)
 - Proceed to location
 - Greet patrons and assist/direct as required
 - Hand maps/draws to patrons as required

Volunteer Position Descriptions inc. Tasks

Hole Marshal

- 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.
- Some marshals may be assigned to high traffic areas to assist players moving from green to tee.
- Marshals are supplied 'quiet' batons to assist them with crowd noise control.
- Marshall positioned at tees are to monitor access to drink bins as well. 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.
- Task Summary:** Thursday – Sunday
- Register at Volunteer HQ minimum 45 minutes prior to allocated tee time
 - Confirm hole allocation (Course/tee/green)
 - Collect map with draw
 - Collect 'QUIET' sign
 - Head to allocated tee 15 minutes prior to tee time
 - *Note: Creek Course 10th & 18th tee – take shuttle from front of clubhouse*
 - Head to allocated green
 - *Note: Creek Course 9th & 17th green – take shuttle from front of clubhouse*
 - Stand in a position where you are visible to spectators
 - Stand in a position where you are not in the player's direction of play
 - Be sure not to stand in between players and camera crew
 - Be sure not to stand in front of course signage
 - As players are getting ready to hit or putt, raise your 'QUIET' sign
 - Lower the 'QUIET' sign once players have hit/putted
 - Around the green, ensure there is an area cleared of spectators, for players to walk to the next tee.

Volunteer Position Descriptions inc. Tasks

Leaderboards

Description: Update stationary leaderboards or update and drive mobile leaderboards on the back of golf carts.

Key Responsibility: Working in pairs, update stationary leaderboards on the course with the leading players or drive golf carts around the course with leaderboards attached to the carts (leaderboards to also be updated).

Attributes: Reasonably agile as some reaching up high to insert names and scores is required
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.
Duration of shifts are approximately 6 hours beginning between 7:00am & 9am OR 12pm & 2pm.

Task Summary: Thursday – Sunday

- Register at Volunteer HQ minimum 30 minutes prior to shift
- HQ will demonstrate how to manage the leaderboards
- Change the player names and scores on the leaderboard as the player scores change.
- If driving a cart with the mobile leaderboards, return the cart to the cart shed.

Volunteer Position Descriptions inc. Tasks

Practice Area Attendant

Description: Assist in the operations of the Practice Areas (practice fairway & shot game areas)

This role has periods of down time however the volunteer will be able to observe leading golf professionals practice their skills close up.

Key Responsibility: Assist with practice fairway schedule & distribution of balls
 Fill range baskets with clean range balls and allocate baskets to players or their caddies as required. Ensure sufficient quantities of clean range balls are available at all times
 Collect range balls using the ball collection machine and handheld units
 Sort and clean balls using the ball washer as required and at the end of the day
 Ensure short game areas are tidy at all times. Maintain cleanliness and safety aspects of the practice areas at all times. Repair pitch marks on both practice greens as required
 Ensure club cleaning water buckets are filled with clean water at all times.

Attributes: Current Driver license
 Ability to drive golf cart
 A friendly and approachable demeanor
 Ability to stand for long periods of time
 This role involves some heavy lifting and bending (~10kg max)
 Ability to work in a team environment

Time commitment: PM shift on Sunday (prior to tournament commences)
 AM or PM shifts all days from Monday to Saturday
 AM shift on Sunday (final round)

Training: Training for use of the Ball Collecting Cart will be provided
 A minimum of 4 volunteers will be rostered for all shifts

Equipment Provided: High visibility Vest

Task Summary: Monday – Sunday

- Register at Volunteer HQ 15 mins prior to allocated start time
- Receive High Visibility vest
- Liaise with other range staff as to jobs to be completed
- Fill buckets with water
- Fill baskets with balls
- Place baskets of balls at each hitting bay / give to player/caddie as requested
- Collect range balls as required
- Wash balls after collection
- Collect balls from chipping & putting area

Volunteer Position Descriptions inc. Tasks

Volunteer Headquarters Assistant

- Managed by: Volunteer HQ Coordinators; Chris and Sandy Collingwood
- Description: Assisting with multiple tasks in Volunteer Headquarters.
- Key Responsibility: To provide additional support in Volunteer HQ as required. A specific task will be offered at the tournament. Tasks include filling a vacancy in a shift, assisting with tasks that have short timelines, volunteer registration, distribution of uniforms, sorting caddie bibs, and assisting with radio distribution.
- 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.
- Task Summary: Wednesday – 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 and report to Volunteer Coordinator.
 - Confirm role each day
 - Greet volunteers on arrival
 - HQ Assistants will have specific responsibilities. The Volunteer coordinators will allocate responsibilities. Eg
 - Handing quiet signs to Marshalls
 - Names on Caddie Bibs and sorting into order of play
 - Putting names on Carry Boards as required
 - Ensuring bananas/apples are on starting tees
 - Registration assistance would include the following:
 - Ask name and cross off as registered for shift.
 - Give them food token (1 sheet per day)
 - Offer map/draw sheet
 - Confirm their role, and direct to their appropriate area.
 - 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

Volunteer Position Descriptions inc. Tasks

Walking Marshal

Managed by: Walking Marshal Coordinator

Description: A key marshaling role. Walking marshals are allocated to the leading player groups.

Key Responsibilities: Walking marshals are primarily responsible for management of the larger crowds that follow the leading and high-profile players.

Marshals walk 18-holes and assist fixed hole marshals to manage player walkways from green to tee.

Quiet please batons and light ropes will be allocated to walking marshals to assist with their role.

All marshals will be invited to walk down the fairway with the last 2 groups on Sunday to assist with crowd control.

Attributes: Ability to walk 18-holes and give clear and concise direction to spectators.
Willingness to manage both volunteers and members of the public.
A loud controlled voice with suitable cut-through to gain attention when required.
Ability to think and act logically with player and spectator safety top-of-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 will be one 18-hole round, approximately 4.5 hours.

Walking Marshal roles are assigned to high profile groups & during busy spectator times.

On all days, shifts will begin between approximately 7.00am - 9.00am or 11:30am - 1:30pm.

Volunteers will not know exact start time until the Championship draw is released but can nominate either an AM or PM start each day.

Task Summary: Thursday – Sunday

- Register at Volunteer HQ minimum 30 minutes prior to allocated tee time
- Confirm group allocation (Course and tee)
- Collect map with draw
- Collect 'QUIET' sign
- Head to allocated tee 15 minutes prior to tee time
 - Note: Creek Course 10th tee – take shuttle from front of clubhouse
- Walk in a position relative to players to keep spectators at a safe distance
- Stand in a position where you are visible to spectators
- Stand in a position where you are not in the player's direction of play
- Be sure not to stand in between players and camera crew
- Be sure not to stand in front of signage
- As players are getting ready to hit or putt, raise your 'QUIET' sign
- Lower the 'QUIET' sign once players have hit/putted
- Around the green, ensure there is an area cleared of spectators, for players to walk to the next tee.