

**BROADCAST
CAMERA & GEAR ASSISTANT & DRIVER**

OVERVIEW: 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) and assisting in driving as they race around the course capturing the action.

LOCATION: On course via golf carts with the broadcast crew.

TIME REQUIRED: Half day on Wednesday (briefing), Full day Thursday – Sunday (tournament days)

PERSONNEL: TBC

DUTIES:

- ❖ If required, attend the broadcast briefing on Wednesday.
- ❖ Check in with the broadcast team 30 mins prior to your shift.
- ❖ Carry the pole attached to the camera and move quickly with the cameraman as they are filming the golf shots.
- ❖ Assist in quickly moving camera gear on and off the golf cart as directed by the broadcast crew.
- ❖ Assist in driving the cart to the location where next shot will be filmed (ie. next tee) as directed by the broadcast crew.

ATTRIBUTES:

- ✓ Fit and active – **fair amount of running** and 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 preferred.**

CARRY BOARD HOLDER

- OVERVIEW:** Carry mobile score board for the leading / marquee player groups, ensuring good visibility for spectators. Boards are carried for groups where a crowd is expected & for final groups on Sat & Sun.
- LOCATION:** On course, 1st hole through to the 18th hole
- TIME REQUIRED:** 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 first 3 days. Sunday AM tee times only. A minimum of two days over the four-day tournament.
- PERSONNEL:** Approximately 10 total x 4 days (1 per group)
- DUTIES:**
- ❖ Register at Volunteer HQ minimum 30 minutes prior to allocated tee time to confirm tee/time/group, collect carry board (and holster if required) and learn how to change the scores.
 - ❖ Head to allocated tee 15 minutes prior to tee time. For the Creek Course 10th tee, take the shuttle from front of the 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
- ATTRIBUTES:**
- ✓ Preference is for strong volunteers who can carry the leader boards for 18 holes.
 - ✓ Boards weigh approx. ~8kg

CART SHUTTLE DRIVER

OVERVIEW: Driving participating players and their caddies in a golf cart to and from the Clubhouse from the Creek course on Thursday and Friday.

LOCATION: Loop from front of clubhouse to the Creek course (10th tee / 9th green) and back.

TIME REQUIRED: Preferably, a minimum of two shift days over Thursday or Friday.

Approximate shift duration – 3 hours, as follows:

- 6.30am – 9am (shuttle to 10th tee)
- 11:15am – 1:30pm (shuttle to 10th tee)
- 11:15am – 2:30pm (shuttle from 9th green to scorer's hut)
- 4pm – 7pm (shuttle from 9th green to scorer's hut)

PERSONNEL: 3 shifts of 3 people over 2 days.

DUTIES: **Shuttle to Creek Course (10th Tee)**

- ❖ Drive to Clubhouse Entrance
- ❖ 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 the Tournament Desk.

Shuttle from Creek Course (9th Green)

- ❖ Drive to 9th green of Creek Course
- ❖ Collect players and caddies wishing to be transported to clubhouse
- ❖ Drive along path back to Clubhouse entrance or Scorer's Hut, and continue process until end of field
- ❖ At end of shift return cart, keys, map, radio to Tournament Desk.
- ❖ Drivers must ensure they are always observant of traffic on Tomara Drive and their surroundings.

ATTRIBUTES:

- ✓ Current driver's license.
- ✓ A friendly and welcoming demeanor.
- ✓ Ability to drive safely and responsibly in all conditions.
- ✓ Maintain a 0.0 blood alcohol limit whilst rostered on duty.

DRINKS DISTRIBUTION ASSISTANT

OVERVIEW: Ensuring on course drink stations are stocked with water/sports drinks and ice during the Tues, Pro-am (Wed) and Tournament days (Thurs – Sun). Work in pairs.

LOCATION: Based at Volunteer HQ, and delivery or collection of drinks to and from both courses.

TIME REQUIRED: Approximate shift duration – 4 hours, as follows:

- AM – 6.30am to 10:30am
- AM – 10.30am to 2:30pm
- PM – 2.30pm to 6pm

Preferably, a minimum of two shift days over Tuesday-Sunday.

PERSONNEL: 4 x 3 shifts on Tuesday & Wednesday. 12 x 3 shifts on Thursday & Friday. 4 x 3 shifts on Saturday & Sunday.

DUTIES:

- ❖ Register at Volunteer HQ minimum 30 minutes prior to allocated start time
- ❖ 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
- ❖ Load cart with selection of water, sports drink and ice from stock fridge.
- ❖ Record stock taken from fridge on clipboard with stock tracking sheet & pen
- ❖ Drive between each allocated drink bin ensuring all are stocked with water, sports drink and ice.
- ❖ Continue process until end of shift
- ❖ At end of shift return equipment
- ❖ *Note: PM shift to follow last groups to empty the drink bins on course on all days.*

ATTRIBUTES:

- ✓ Current driver's license.
- ✓ Reasonably fit as some heavy lifting of drinks & ice is required. (~8kg max)
- ✓ A calm and non-intrusive approach to ensure minimum impact on playing groups.
- ✓ Ability to drive safely and responsibly in all conditions.
- ✓ Maintain a 0.0 blood alcohol limit whilst rostered on duty.

GENERAL VOLUNTEER

- OVERVIEW:** If you have no specific role preference and the ability to be able to fill gaps in any given volunteer role.
- LOCATION:** As allocated.
- TIME REQUIRED:** 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.
- PERSONNEL:** No specific number.
- DUTIES:**
- ❖ Previous experience in two or three other volunteer roles would be beneficial as well as being able to switch roles at short notice.
 - ❖ Be on call to fill positions as required by the Volunteer HQ team.
- ATTRIBUTES:**
- ✓ A friendly and welcoming demeanor.
 - ✓ Willingness to provide additional support to any volunteer team that requires assistance.

GREETER & INFORMATION ASSISTANT

- OVERVIEW:** Welcome spectators to the event and provide assistance as required.
- LOCATION:** Front of clubhouse.
- TIME REQUIRED:** A minimum of two shifts over the four-day tournament.
Duration of shifts will be 5 hours approx.
On all days, shifts will begin from 6:30am (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.
- PERSONNEL:** 2 x AM/PM shift Thursday – Sunday
- DUTIES:**
- ❖ 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
 - ✓ Maintain a 0.0 blood alcohol limit whilst rostered on duty.

HOLE MARSHAL

- OVERVIEW:** Manage spectators around a specific hole on course, ensuring crowd control for the well-being of the players.
- LOCATION:** Oncourse, either on a tee box or greenside.
- TIME REQUIRED:** 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 if wished.
- PERSONNEL:** TBC
- DUTIES:**
- ❖ 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
 - ❖ 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.
 - ❖ Hole marshals are encouraged to **bring their own portable chair** and refreshments.
- 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.

VOLUNTEER POSITION DESCRIPTION – 2023 VIC OPEN



LEADERBOARDS

- OVERVIEW:** Update stationary leaderboards with progressive player scores during play.
- LOCATION:** Front of clubhouse, Beach Course 17th green.
- TIME REQUIRED:** 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.
- PERSONNEL:** 2 x AM/PM shifts
- DUTIES:**
- ❖ Update stationary leaderboards on the course with letters & numbers, with information from mobile phone app.
 - ❖ Change the player names and scores on the leaderboard as the player's scores change.
 - ❖ Each leaderboard has three columns and six names to display.
 - The last names of the top 3 men and top 3 women will be displayed
 - Red number indicates that the player is that number of stroke under par
 - Black 'E' indicates that they are square with par
 - Black number indicates that they are that number of stroke over par.



- ATTRIBUTES:**
- ✓ Attention to detail.
 - ✓ A friendly and welcoming demeanor.
 - ✓ Basic understanding of golf scoring.

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MAJOR PARTNER

PRACTICE AREA ATTENDANT

OVERVIEW: Assist in the operations of the Practice Areas (practice fairway & short game areas). This role has periods of busy times and down times however the volunteer will be able to observe leading golf professionals practice their skills close up.

LOCATION: Practice fairway and chipping areas.

TIME REQUIRED: PM shift on Sunday (prior to tournament commences)
3 shifts all days from Monday 6th to Saturday 11th
AM shift on Sunday (final round)

PERSONNEL: A minimum of 4 volunteers will be rostered for all shifts

DUTIES:

- ❖ 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 enough clean range balls are available at all times
- ❖ Collect range balls using the ball collection machine and handheld units. Training for use of the ball collecting cart will be provided.
- ❖ Sort and clean balls using the ball washer as required and at the end of the day.
- ❖ Ensure short game areas are always tidy. Always maintain cleanliness and safety aspects of the practice areas. Repair pitch marks on both practice greens as required
- ❖ Ensure club cleaning water buckets are always filled with clean water.

ATTRIBUTES:

- ✓ Current Driver's license (preferred but not necessary)
- ✓ 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

SPOTTER

- OVERVIEW:** Watch for balls from drive on a specific hole on course, to assist with speed of play.
- LOCATION:** On course, generally on the side of the fairway at driving distance on an allocated hole.
- TIME REQUIRED:** 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, and so share the duties.
- PERSONNEL:** TBC
- DUTIES:**
- ❖ Spotters are predominantly responsible assisting with speed of play by helping players locate their ball if they go into rough. Holes are selected where this is likely to occur.
 - ❖ Spotters will need to position themselves where they are not a distraction to players on the tee, but where they can see balls land.
 - ❖ Stand in a position where you can see the ball land
 - ❖ 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
 - ❖ If referee assistance is required ask walker scorer to radio to Vol HQ
 - ❖ Spotters are encouraged to bring their own portable chair.
- ATTRIBUTES:**
- ✓ Good eyesight.
 - ✓ Helpful manner in assisting players find balls.
 - ✓ Ability to think and act logically with player and spectator safety in mind.
 - ✓ Sound knowledge and etiquette of the game of golf.

VOLUNTEER HQ ASSISTANT

- OVERVIEW:** Assisting with multiple tasks in Volunteer Headquarters.
- LOCATION:** Volunteer HQ
- TIME REQUIRED:** 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.
- PERSONELL:** A minimum of 4 volunteers will be rostered for all shifts
- DUTIES:**
- ❖ Leadership of a team
 - ❖ Sending out walker scorers
 - ❖ To provide additional support in Volunteer HQ as required. A specific task will be offered at the tournament.
 - ❖ Tasks include filling a vacancy in another role shift, assisting with tasks that have short timelines, volunteer registration, distribution of uniforms, and assisting with equipment distribution.
 - ❖ Sunday prior to event – assist in setting up Volunteer HQ, distribute uniforms and accreditation to volunteers
 - ❖ HQ Assistants will have specific responsibilities. The Volunteer coordinators will allocate responsibilities. Eg
 - Handing quiet signs to Marshals
 - Putting names on Carry Boards as required
 - Ensuring bananas/apples are on starting tees
 - Uniform distribution
 - ❖ Registration assistance would include the following:
 - Ask name and cross off as registered for shift.
 - Give them food token (1 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
- ATTRIBUTES:**
- ✓ A friendly and approachable demeanor
 - ✓ Ability to think logically and remain calm under pressure
 - ✓ Ability to work in a team environment
 - ✓ Flexible approach to each day

WALKER SCORER

- OVERVIEW:** Walking and monitoring score of player group and sending the score back to the scoring base station.
- LOCATION:** Oncourse, allocated with a specific group.
- TIME REQUIRED:** 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
- PERSONNEL:** 1 person per group. 72 walker scorers will be required for Thursday & Friday. Approximately 40 walker scorers required for Saturday & Sunday.
- DUTIES:**
- ❖ Each group will be allocated a walking scorer to assist with recording scores for the group via PDA. These scores are then sent to the live scoring channels used for TV broadcasting and any electronic leaderboards.
 - ❖ This role is vital in ensuring that the recording of accurate scores and statistics (eg drive distance on designated holes) 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.
 - ❖ Walker scorers keep the score and statistics of the players in their designated group. Upon reporting for duty, each walking scorer is allocated a PDA and a scoring sheet for their group of players.
 - ❖ At the completion of each hole, each scorer is required to enter the score for each player to the PDA.
- ATTRIBUTES:**
- ✓ A solid knowledge of golf. Attention to detail and ability to monitor player scores and statistics throughout the game.
 - ✓ Ability to use a PDA (training will be provided).
 - ✓ A calm and non-intrusive approach to ensure minimum impact on playing group.
 - ✓ Ability to walk 18 holes.

WALKING MARSHAL

- OVERVIEW:** A key marshaling role. Walking marshals are allocated to the leading player groups and are responsible for managing larger crowds to ensure they are not obstructing play.
- LOCATION:** Oncourse, allocated with a specific group.
- TIME REQUIRED:** 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.
- PERSONNEL:** Up to 10 x AM/PM shifts per day
- DUTIES:**
- ❖ 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 will be allocated to walking marshals to assist with their role.
 - ❖ 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.
 - ❖ 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.