

Role Description

Volunteer Role (title):	Accreditation Team Member
Functional Area:	Venue Operations
Brief Role Description:	<p>Accreditation team members will help identify and register every person who has a working role at the Championships, and issue their accreditation device(s) that determine their access rights across the venue.</p> <p>During the Championships, Accreditation team members will be based at the Venue Accreditation Centre or official hotels and will be involved in the distribution of accreditation. Accreditation team members will be required to welcome clients, search for them in the relevant database and may also be required to input data, print and laminate access passes. Volunteers will be required to resolve and escalate issues when needed.</p>
Key Responsibilities:	<ul style="list-style-type: none"> • Assisting input of data and data management • Support administration processes • Manage process of printing and collection of passes • Manage accreditation collection points at official hotels • Queue Management • Manage enquiries desk • Manage access at Access Control Points
Skills Required:	<ul style="list-style-type: none"> • Computer Skills • Good Communication Skills • Organised • Work Under Pressure • Time Management Skills • Good Customer Service
Desirable Skills:	<ul style="list-style-type: none"> • Experience working in accreditation services • Language skills
Based at:	Various locations; official hotels and Tollcross International Swimming Centre.
Dates required:	<p>From 30 November – 8 December 2019</p> <p>Please note you must be available for at least 5 shifts within this period and to attend 1 day training prior to this.</p>