

Role Description

Volunteer Role (title):	Spectator Services Team Member
Functional Area:	Venue Operations
Brief Role Description:	<p>As part of the Spectator Services Team, Spectator Services team members will be the first point of contact with ticket holders on arrival at Tollcross International Swimming Centre. Volunteers will be required to be on hand to provide key information and deal with queries and requests from spectators. Spectator Services team members will welcome spectators to the venue and direct them to the facilities as required.</p> <p>Spectator Services are the face of the Championships.</p>
Key Responsibilities:	<ul style="list-style-type: none"> • Meet and Greet Spectators at the venue • Welcome and assist spectators upon arrival • Provide directions to spectators to their appropriate seating blocks or nearest amenities • Support the stewards in monitoring movement and queuing of spectators • Manage the Information stand and assist and/or escalate enquiries where necessary • Deal with questions and enquiries from ticket holders • Take photos for guests • Issue giveaways if required • Troubleshooting
Skills Required:	<ul style="list-style-type: none"> • People Person • Outgoing • Confident • Enthusiastic • Happy to work in all weather • Local Knowledge • Knowledge of the Championships
Desirable Skills:	<ul style="list-style-type: none"> • Experience working in spectator services
Based at:	Tollcross International Swimming Centre
Dates required:	<p>From 4 – 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>