

## **2019 ISPS HANDA VIC OPEN – VOLUNTEER POSITION DESCRIPTIONS**



### **Broadcast Driver**

- Managed by:** Broadcasting Director / Volunteer Coordinator
- Description:** You will be allocated a golf cart to drive broadcast personal to various locations around the golf course.
- Key Responsibilities:** Assist camera operator with carrying leads, tripod and other equipment as required when setting up and breaking down from location to location.
- Support the broadcast personal with their role in delivering footage back to the broadcast trucks to enable live streaming of the tournament.
- Attributes:** Excellent knowledge of 13<sup>th</sup> Beach course layouts, particularly any shortcuts.  
Good physical health, this can be a reasonably strenuous role.  
Ability to think and act quickly with the players foremost in mind.
- Time commitment:** Flexibility with hours and availability to volunteer for all 4 days.

### **Carry Board Holder**

- Managed by:** Carry Board Holder Coordinator
- Description:** Carry score board for the leading player groups.
- Key Responsibility:** Carry mobile score boards for leading player groups, ensuring good visibility for spectators and players. ie Walk along 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.
- 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.

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### **Courtesy Car Driver**

- Managed by:** Cart & Bus Driver Coordinator
- Description:** Transporting players & officials from various locations
- Key Responsibility:** Driving participating players, their caddies and some officials to and from the Clubhouse to their accommodation in the week of the tournament. Additional trips to collect and return players and their caddies from Melbourne Airport may be required.
- Attributes:** 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.  
A current drivers licence is required and the ability to drive safely and responsibly in all weather conditions.  
Willingness to maintain 0 alcohol limit whilst rostered on duty.
- Time Commitment:** Preferably, a minimum of two shifts days from Sunday 3 February and Monday 11 February.

### **Drinks Distribution**

- Managed by:** Volunteer Coordinator
- Description:** On-course drinks (bottled water and sports drinks) are made available to all players and caddies via iced drink bins that are placed on six separate teeing grounds (eg: every 3 holes).  
  
This drinks service will be provided on both courses on Thursday and Friday and just the Beach course over the weekend.
- 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.  
  
Collect drinks bins at the conclusion of each day's play.  
  
Provide volunteer course marshals 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.  
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

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### **Hole Marshal**

- Managed by:** Volunteer Coordinator
- Description:** Rotate around a specific hole managing public and player walkways
- Key Responsibilities:** Marshals are predominantly responsible for managing spectator movement and noise control around high profile tees and greens.
- Marshals are supplied 'quiet' batons to assist them with crowd noise control.
- Some marshals may be assigned to high traffic areas to assist players moving from Green to Tee.
- 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 7:30am - 1.00 pm OR 1.00pm - 6.00pm.  
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
- Description:** Assist in the collection of live scores from the walking scorers via radio/handheld (TBC) and situated near the media centre.
- 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 a specific number of groups each day with Thursday and Friday seeing the biggest fields.
- Note:** above process TBC following confirmation of scoring system
- 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 to the world.
- 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.

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**Player/Caddy Cart Shuttle Driver**

**Managed by:** Cart & Bus Driver 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:** A friendly and welcoming demeanor.  
 Current drivers licence.  
 Ability to drive safely and responsibly in all conditions.  
 Willingness to maintain 0 alcohol limit whilst rostered on duty.

**Time Commitment:** Attend pre event training day

Preferably, a minimum of two shifts days over Thursday or Friday.  
 Approximate duration of shifts are:

6.30 am to 12.30 pm  
 12.30 pm to 6.30 pm

**Practice Fairway Attendant**

**Managed by:** Volunteer Coordinator

**Description:** Coordinate the operation of the Practice 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:** 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 at the end of the day  
 Maintain cleanliness and safety aspects of the practice areas at all times  
 Ensure club cleaning water buckets are filled with clean water at all times.  
 Repair pitch marks on both practice greens as required

**Attributes:** Current Drivers 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.  
 Ability to work in a team environment

**Time commitment:** Morning or Afternoon shifts all days from Monday to Sunday.  
 A minimum of 3 volunteers will be rostered for all shifts

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### **Ticketing Assistant**

Managed by:	Volunteer Coordinator
Description:	Scanning Spectator passes
Key Responsibility:	To greet spectators, hand them a map/draw sheet, scan their ticket as they arrive at the clubhouse. Information collected is vital to our government reporting process.
Attributes:	A friendly demeanour is required as well as a willingness to assist spectators with their enquiries. This is a standing role.
Time commitment:	Shifts would be from 7.00am until 2.00 pm each day of the tournament. Volunteers can preferably commit to a minimum of 2 days.

### **Volunteer Headquarters Assistant**

Managed by:	Volunteer Coordinator
Description:	Working 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, caddy 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 are open from 1.00pm on Monday 4 February until Sunday 10 February. Preferably you can commit to 4 or more AM or PM shifts over the 7 days of the event.
Note:	Assistance will be need pre-event assisting with the collation & distribution of Volunteer Uniforms from the Cheltenham office. Dates to be advised – approx. last 10 days of January.

### **Volunteer Pool**

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 4 February through to Sunday 10 February.

## **2019 ISPS HANDA VIC OPEN – VOLUNTEER POSITION DESCRIPTIONS**



### **Walker Scorer**

Managed by: Volunteer Coordinator

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) – **Note: TBC following confirmation of scoring system.**

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 caddy.

Each player's caddy is required to wear a caddy 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 caddy the spare bib can be left with the starter.

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.

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### **Walking Marshal**

Managed by: Volunteer Coordinator

Description: A key marshalling role with walking marshals 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.