

# Play on the Gold Coast in 2014!



Pan Pacific  
**Masters Games**  
GOLD COAST | AUSTRALIA  
1 - 9 November 2014



## VOLUNTEER INFORMATION SHEET

### EVENT INFORMATION

<b>Event:</b>	2014 Pan Pacific Masters Games
<b>Date:</b>	1 - 9 November Registration Centre opening dates: 30 October – 7 November
<b>Location:</b>	Games Village - Gold Coast Convention and Exhibition Centre Cnr TE Peters Drive and Gold Coast Highway, Broadbeach
<b>Event Organisers:</b>	Events Management Queensland (EMQ) Address: Level 2, 105 Upton Street, Bundall Ph: 07 5668 9888
<b>Volunteer Coordinator:</b>	Catherine Wightman Ph: 07 5668 9888 Email: <a href="mailto:volunteer@goldcoastevents.com.au">volunteer@goldcoastevents.com.au</a>

### EVENT SUMMARY

The 9<sup>th</sup> Pan Pacific Masters Games will be held from 1 to 9 November 2014 on the beautiful Gold Coast. An anticipated 12,000 participants from all over the world will compete in the multi-sport event which has stamped itself on the calendar at the beginning of November every two years. There are 42 sports for the over 30s on this year's program with no qualifying standards or times required to enter. The Pan Pacific Masters Games is organised and delivered by Events Management Queensland and is assisted by many volunteers.

### VOLUNTEER POSITIONS

#### *Registrations Department*

**Key dates:** 30 October – 7 November

Position	Details
<b>Late Entry/Help Desk Attendant</b>	As a Late Entry/Help Desk Attendant you will enter new registrations and assist entrants with altering their registrations including adding sports, events, transfers and general changes. This role requires advanced computer skills and additional training in the EMQ office prior to the event. If you are customer-serviced oriented and are comfortable with handling cash and processing payments, this will be an interesting role for you.
<b>Registration Check-in Attendant</b>	As a Registration Check-in Attendant you assist entrants with completing their registration process. Average computer skills are required for this role as you look up entrants in the system and "check" them in whilst your partner hands over their accreditation. This is a fast-paced environment and suits organised, efficient workers.

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<b>Accreditation Collection Attendant</b>	As an Accreditation Collection Attendant, you partner with the Check-in Attendants – finding the entrants’ accreditation. This role requires no knowledge of computers and is suited for people who are physically active and work well with others in a busy environment.
<b>Usher/Meet and Greet</b>	As an Usher, you assist people in the Registration Centre in being in the right place! Ushers welcome participants, ensure they know where to queue and assist people with directions. Ushers must be physically active and customer-service oriented.

## VOLUNTEER POSITIONS

### *Operations Department*

**Key dates:** 30 - 7 November

Position	Details
<b>Games Information Booth Attendant</b>	As a Games Information Booth Attendant you will distribute event, tourist and sport information to participants and their families and friends. The Information Booth operates at the Registration Centre and is stocked with maps, brochures, vouchers and sport information. This role suits people who are customer-service oriented and who have a good knowledge of the Gold Coast. Training on the event-specific questions is held in the EMQ office prior to the event.
<b>Sports Booth Attendant</b>	As a Sports Booth Attendant your main role will be distributing sports bags, lanyards and programs. You will be working within the Registration Centre and will be the second port of call for the competitors once they have collected their accreditation.

## VOLUNTEER POSITIONS

### *Sport Specific*

Some sports require volunteers to assist with their sporting competitions. This would be in the capacity of checking in competitors, recording results and other general tasks. These roles are limited and will be advertised as they are available.

### **Role Allocation**

Once volunteer applications close, you will be allocated a role on the team, taking into consideration your motivation to volunteer, your skills, interests and availability. The minimum number of shifts is three in addition to training. Where possible, we will roster you for your preferred shift times and in your preferred location. A draft roster will be sent to you with the opportunity to make changes as required.

### **Training and Orientation**

Each volunteer with Events Management Queensland must attend training and orientation. When this training occurs depends on the level of training required for the role. Some roles are more hands-on and predominantly have “on-the-job” training, whilst others require a few hours training in the office prior to the event. Each volunteer will be inducted with policies and procedures, general event information and specific role training.

### **What is provided?**

An event t-shirt is provided to each volunteer and also a cap for any volunteer who is stationed outside. You will receive an accreditation pass and lanyard which you are to wear during your shifts. This will also give you access into the nightly entertainment - feel free to soak up the entertainment after your shift. In addition meals, water, tea and coffee are provided.

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