

# Position Description

## Bump in and out Crew



<b>Area:</b>	Event Operations
<b>Reporting to:</b>	Strike Zone Coordinator
<b>Coordinate with:</b>	Game Day Workforce Coordinator Corporate Function Coordinator Membership and Ticketing Executive Venue Manager

### We are looking for volunteers who are:

- 18 years or older
- Reliable, punctual, well presented and courteous
- Friendly and personable, and a great communicator
- Flexible and able to support the team where required
- Able to answer questions from the general public, or at least direct them to help
- Willing and able to wear PPE (Personal Protective Equipment) where required
- Able to follow any COVID-19 regulations and protocols in place at the time, and instructed by Sunshine Coast Lightning representatives
- Quick learners, with the ability to adapt to different environments
- Hold a current Blue Card or can obtain one

### In return, we will offer you:

- The opportunity to volunteer at our Game Days in a fun and supportive environment
- A training night where you will learn all about your role on Game Days and be shown around the venue
- A uniform shirt to wear and keep, and a weather jacket if working outside (jacket to be returned post-match)
- An Accreditation pass to access the venue and Game Day areas as required
- Catering throughout your shift
- Where tickets are available and your volunteer shift finishes on time, access to watch the game
- A photo on court with the entire Workforce Crew and Players after a selected game
- An end of Season thankyou event hosted by several Lightning Players

### Primary Roles:

- Assist in the general management, set up and pack down of the Strike Zone (outside activation space) at all Sunshine Coast Lightning Home Games.
- Ensure professional presentation of the Strike Zone, prior to gates open.
- Ensuring personal safety and the safety of others by following safe working procedures and cooperating with all reasonable instructions.
- Assist the Strike Zone Coordinator with any requests as directed.
- This role requires you to undertake duties with poise in high pressure situations; be decisive and 'think on your feet'; always remain focussed on your role and work to precise timeframes in safe manner.
- Some heavy lifting may be required in this role.

Key Tasks	Description
1.	Be available for the pre-match set up of the venue (approx. three hours prior to gates opening to the public). On arrival, collect your accreditation and check into the Workforce Room.
2.	Assist with setting up any signage required in the Strike Zone pre-event.
3.	Assist the Strike Zone Coordinator with setting up the Strike Zone. This could include marquees, game day theming, tear drop banners, tables and chairs etc.
4.	Assist in the setup of the post-game Player singing session if required.
5.	Assist with packing down the Strike Zone upon instruction from the Strike Zone Coordinator.
6.	Contribute to the team environment and be willing to assist staff with additional tasks as required.
7.	Bump in and out Crew will have their shift break while the game is on. They should collect a meal during this break and will receive a ticket to watch the game.
8.	At the end of the shift, return accreditation to the Workforce Room and checkout. Write any feedback in the feedback book before departing.