

Position Description

Fan Engagement Assistant



Area: Event Operations

Reporting to: Marketing Manager

Coordinate with: Game Day Workforce Coordinator
Strike Zone Coordinator
Marketing Manager
Membership and Ticketing Executive

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 set-up and pack down as well as activation of the Lightning fan engagement zone activities.
- Run Lightning's fan engagement activities, including but not limited to, running fan competitions, signing patrons up to Lightning database, and encouraging patrons to get photos with memorabilia, trophies etc.
- This role requires you to be decisive and think on your feet, as well as engage with Game Day patrons. You must be able to always remain focused on your role and ensure patrons have a great time!

Key Tasks	Description
1.	Be available for the pre-match set up of the fan engagement zone space (approx. two hours prior to gates opening to the public). On arrival, collect your accreditation, check into the Workforce Room and have your meal.
2.	Head to the fan engagement zone at the allocated time and familiarise yourself with the space and requirements for that particular game.
3.	Assist with setting up the Lightning fan engagement activities and tent. This could include marquees, game day theming, tear drop banners, promotional items and tables and chairs etc.
4.	Assist the Strike Zone Coordinator with any other fan engagement set-up requirements.
5.	Activate the Lightning fan engagement space – be friendly, courteous and welcoming at all times. This could include overseeing and encouraging patrons to use the photo booth, participate in themed games/activities, handing out promotional materials, promoting current Lightning events and ensuring everyone has a chance to ‘have a go’ at any activities.
6.	Sign patrons up to Lightning’s online database using online applications (will be set up for you and technology required will be provided)
7.	Assist with packing down the Lightning and overall fan engagement zone as directed by the Strike Zone Coordinator.
8.	Contribute to the team environment and be willing to assist staff with additional tasks as required.
9.	At the end of the shift, return your accreditation to the Workforce Room and checkout. Write any feedback in the feedback book before departing.