

# Position Description

## Meet and Greet



**Area:** Strike Zone

**Reporting to:** Game Day Workforce Coordinator

**Coordinate with:** Game Day Workforce Coordinator  
Strike Zone Coordinator

### 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
- game; and
- An end of Season thankyou event hosted by several Lightning Players.

### Primary Roles:

- Welcome Lightning Members, fans, corporate guests and spectators into the Strike Zone and encourage them to participate in everything on offer.
- Hand out promotional items where required (e.g. posters, sponsor products, stickers etc).
- Provide informational and directional advice where required.

Key Tasks	Description
1.	Arrive at the venue as per your shift allocation, collect your accreditation, check into the Workforce Room and have your meal.
2.	Head to the Strike Zone at the allocated time and familiarise yourself with the space and requirements for each game (e.g. where the promotional items are that need handing out, what activities there are etc.).
3.	As one of the main points of contact for patrons attending the game – be friendly, courteous and welcoming at all times. Spread out from other workforce members to ensure an even spread across the entry points. You must be able to answer any questions patrons may have, or at least know where to direct them to find the answer. Always be willing to show a patron to a specific area or individual for help.
4.	Assist with managing the Strike Zone as required. With various free and fun activities, merchandise sales and sponsor activations, ensure the outdoor area is set up as required, activators have everything they need, and the area runs smoothly. Report any OH&S issues in a timely manner.
5.	Encourage patrons to enjoy the Strike Zone, participate in what's on display, get a photo with the mascot, purchase some merchandise/food and beverages and if they are non-members, encourage them to sign up!
6.	Direct any workforce, caterers or patrons to the correct areas in the venue (e.g. food vendors, amenities, corporate hospitality, lost children to Security).
7.	Once the game has commenced, you will assist with packing down the event equipment from the Strike Zone as directed by the Strike Zone Coordinator.
8.	Assist with any other roles requested of you by the Strike Zone Coordinator or Game Day Workforce Coordinator.
9.	At the end of your shift return your accreditation to the Workforce Room and check out. Write any feedback in the feedback book before departing.