

Position Description

Members Laneway Attendant



Area: Event Operations

Reporting to: Membership and Ticketing Executive

Coordinating with: Membership and Ticketing Executive
Strike Zone Coordinator
Game Day Workforce Coordinator
Game Day Security

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:

- Welcome all Diamond, Platinum and Gold Members into the Exclusive Members Lightning Laneway.
- Check Membership cards to ensure it is only Diamond, Platinum and Gold Members entering into Members Lightning Laneway.
- Ensure you, as well as the area itself, is always well presented.

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 Members Lightning Laneway, check in with the Game Day Workforce Coordinator and familiarise yourself with the space.
3.	Set up the Members Lightning Laneway with any requirements such as signage, tables and chairs, any catering and beverage requirements etc.
4.	Make sure the space is set up and ready before the gates open, 1.5 hours out from the start of the game.
5.	Greet and welcome Diamond, Platinum and Gold Members into the Members Lightning Laneway and assist with any of their enquiries.
6.	One Members Laneway Attendant to be at the entry point at all times to check Member Cards, or check Members off a list to ensure only Diamond, Platinum and Gold Members are entering the space.
7.	Be friendly and courteous at all times and make sure the space is clean and tidy at all times.
8.	Assist with the pack down of the Members Lightning Laneway once all Members have moved inside to the watch the game.
10.	At the end of your shift, return your accreditation to the Workforce Room and sign out. Write any feedback in the feedback book before departing.