

SCSM2022 Volunteer Role Description

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PRE-EVENT VOLUNTEER ROLES

Roles	Description	Requirements
Corporate Packing Crew	<ol style="list-style-type: none"> 1. Assist with corporate packing by ensuring the bib and T-shirt size is correct for each runner based on the list provided 	<ul style="list-style-type: none"> ✓ Detailed and prudent ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: High ✓ Communication Skill: Low

Roles	Description	Requirements
Training Run Crew	<ol style="list-style-type: none"> 1. Assist in setting up hydration stations and replenishment of cups 2. Assist with runners' registration and wrist tagging 3. Manage walk-in registration (dependent on attendance of each session) 4. Manage bag deposit station 	<ul style="list-style-type: none"> ✓ Tech-savvy, helpful, friendly, patient ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Medium ✓ Communication Skill: High
SCB REPC Crew	<ol style="list-style-type: none"> 1. Bib distribution and T-shirt distribution Familiarize and understand the process and usage of the system 2. Information Booth Have general/good understanding of the event day flow/details 3. T-shirt restock Ensure T-shirt distribution area have sufficient stock 	<ul style="list-style-type: none"> ✓ Tech savvy, helpful, friendly, patient ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Low (Bib distribution, Information Booth, T-shirt distribution) ✓ Physical Level: High (T-shirt Restock) ✓ Communication Skill: Low (T-shirt restock) ✓ Communication Skill: High (Bib distribution, Information Booth, T-shirt distribution)

Roles	Description	Requirements
Pre-REPC Crew	<ol style="list-style-type: none"> 1. Ensure that respective areas have sufficient stocks for opening and items are displayed and arranged correctly 	<ul style="list-style-type: none"> ✓ Attention to details ✓ Volunteers must be <u>18 years and older</u> ✓ Physical Level: Medium ✓ Communication Skill: Medium
Medal Racking Crew	<ol style="list-style-type: none"> 1. Ensure medal distribution racks are filled up with medals 	<ul style="list-style-type: none"> ✓ Organised ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: High ✓ Communication Skill: Low

REPC VOLUNTEER ROLES

Roles	Description	Requirements
Race Entry and Pack Collection Team	<ol style="list-style-type: none"> 1. Bib Distribution and Counter Runner Familiarize and understand the process and usage of the system 2. Information Booth Have general/good understanding of the event day flow/details 3. Solutions Desk Manage registration issues and onsite sales if applicable 4. T-shirt Exchange Assist runners with T-shirt size exchange 5. T-shirt Restock Ensure T-shirt distribution area have sufficient stock 6. Courtesy Crew Assist participants in REPC 	<ul style="list-style-type: none"> ✓ Tech-savvy, helpful, friendly, patient ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Low (Bib distribution, Information Booth, Solutions Desk, T-shirt distribution, T-shirt exchange) ✓ Physical Level: High (T-shirt Restock) ✓ Communication Skill: Low (T-shirt restock) ✓ Communication Skill: High (Bib distribution, Information Booth, Solutions Desk, T-shirt distribution, T-shirt exchange)
Marketing Zone Crew	<ol style="list-style-type: none"> 1. Management of marketing zone activities 2. Taking initiative to speak to runners to attract/educate them, to drive participation and activity 3. Responding to queries 	<ul style="list-style-type: none"> ✓ Tech-savvy, helpful, friendly, patient, eloquent, not afraid to approach people ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Low ✓ Communication Skill: High

EVENT-DAY VOLUNTEER ROLE (VOLUNTEER WELFARE)

Roles	Description	Requirements
<p>Volunteer Welfare Crew</p> <p>Includes:</p> <ul style="list-style-type: none"> • Volunteer Check-in • Welfare Distributor • Bag Deposit • Deployment 	<ol style="list-style-type: none"> 1. Check-in volunteers and check for their vaccination status at the entrance of the venue 2. Distribute meals, snack packs and water to volunteers after check-in process 3. Ensures smooth operation at the bag deposit and/or collection area 4. Assist in deployment of volunteers 	<ul style="list-style-type: none"> ✓ Efficient and responsible individuals who are keen to support their fellow Volunteers. ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Medium ✓ Communication Skill: High

EVENT-DAY VOLUNTEER ROLES (COURSE)

Roles	Description	Requirements
Aid Station Crew	<ol style="list-style-type: none"> 1. Set up of hydration point 2. Replenishment of drinks from the storage tent 3. Hydration table management - Pouring of drinks into the cup, laying of cups on table 4. Cleaning and tearing down of station 	<ul style="list-style-type: none"> ✓ Cheerful and bubbly character ✓ Volunteers must be <u>13 years and older</u> ✓ Physical Level: Medium ✓ Communication Skill: Low

Roles	Description	Requirement
Elite Aid Station Crew	<ol style="list-style-type: none"> 1. Ensures items for Elite runners are positioned properly ahead of runners' arrivals 2. This role requires you to be on course 3. Cleaning and tearing down of station 	<ul style="list-style-type: none"> ✓ Efficient and alert individuals who love to cheer for the participants along the running route ✓ Volunteers must be 18 years and older ✓ Physical Act: High ✓ Communication Skill: Low
Course Marshals	<ol style="list-style-type: none"> 1. Eyes and ears out on the course, and spot for any potential hazards and report incidents on course 2. Helps with directions to athletes, spectators and public around the course 3. Ensures safety by keeping the course clear of debris, obstacles and spectators as athletes are approaching 4. Ensures the athletes always stay on the designated running route 5. Assists to ensure the course logistics are being set-up on time and maintaining the course integrity throughout the race 4. Being the cheer squad for the athletes around the course 	<ul style="list-style-type: none"> ✓ Cheerful and attentive individuals who can look after the safety of the athletes ✓ Volunteers must be <u>18 years and older</u> ✓ Physical Level: Medium ✓ Communication Skill: Medium ✓

EVENT-DAY VOLUNTEER ROLES (VENUE)

Roles	Description	Requirements
Precinct Management Crew	<ol style="list-style-type: none"> 1. Provides directions to athletes from various drop-off points (taxi stand, bus drop-off, public transport, carparks) to athlete village entrances 2. Assists at static locations to spot distressed athletes or anyone who require assistance and alert the right support team member 3. Provide basic event information to both athletes and public 4. Assists in managing the crowd flow should assistance be required from the security team on ground 	<ul style="list-style-type: none"> ✓ Cheerful, helpful and good with directions ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Medium ✓ Communication Skill: Medium ✓
Elite Management Crew	<ol style="list-style-type: none"> 1. Assists in supporting Elite Management operations 2. For Marathon Race only 	<ul style="list-style-type: none"> ✓ Pleasant and confident individuals who have experience in handling VIPs and stage activities ✓ Volunteers must be <u>18 years and older</u> ✓ Physical Act: Low ✓ Communication Skill: High

Roles	Description	Requirements
Courtesy Crew	<ol style="list-style-type: none"> 1. Making sure participants have their bibs on before entering the venue 2. Managing crowd outside of the venue 3. Guiding participants, spectators, and public around the area i.e., crossing points, nearest MRT, getting to Venue 	<ul style="list-style-type: none"> ✓ Extrovert, firm, and friendly ✓ Volunteers must be <u>18 years and older</u> ✓ Physical Level: Medium ✓ Communication Skill: High
Start Point Pens Crew	<ol style="list-style-type: none"> 1. Ensuring that participants are in their designated Holding PENS 2. Required to hold onto barricade chains to prevent participants from joining other Start PENS 	<ul style="list-style-type: none"> ✓ Needs to be able to withstand standing outdoors for long hours ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Low ✓ Communication Skill: Medium
Bag Deposit Crew	<ol style="list-style-type: none"> 1. Depositing the SCSM issued bags from participants, making sure that the details are accurate and that their valuables are with them 2. Placing the bags into the assigned sector cupboard boxes 3. Ensure that the correct bag has been returned to the participants 	<ul style="list-style-type: none"> ✓ Friendly and patient ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Low ✓ Communication Skill: Medium

Roles	Description	Requirements
Village Drink Station Crew	<ol style="list-style-type: none"> Guiding participants to their desired location i.e. From Portaloos to the Start Line Managing queue lines for portaloos, entrances, bag deposit and drink station when necessary Pouring drinks, replenishing drink stocks, and serving drinks before participants at the Athlete Village before participants enter their Start PENS 	<ul style="list-style-type: none"> ✓ Friendly and Cheerful ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Medium ✓ Communication Skill: Low ✓
Finish Line Crew	<ol style="list-style-type: none"> Cheer participants on when they cross the finish line <p>Get participants to move forward to prevent backflow of those who have not crossed the finish line</p>	<ul style="list-style-type: none"> ✓ Cheerful, enthusiastic, and proactive ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Low ✓ Communication Skill: High
Information Booth Crew	<ol style="list-style-type: none"> Have general/good understanding of the event day flow/details Familiarise yourself with the event layout and nearby places around the venue 	<ul style="list-style-type: none"> ✓ Friendly and patient ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Low ✓ Communication Skill: High

Roles	Description	Requirements
Medal Distribution Crew	<ol style="list-style-type: none"> 1. Ensure medal distribution racks have sufficient medals to distribute to runners during shift 2. Pass a medal to the runner who crossed the Finish line 	<ul style="list-style-type: none"> ✓ Cheerful, enthusiastic, and proactive ✓ Volunteers must be <u>13 years and older</u> ✓ Physical Level: High ✓ Communication Skill: Low
Finisher T-shirt Distribution Crew	<ol style="list-style-type: none"> 1. Familiarize and understand the process and usage of the system for T-shirt collection 2. Pass the correct T-shirt size to the runner 	<ul style="list-style-type: none"> ✓ Tech-savvy and prudent ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Low ✓ Communication Skill: High
Recovery Crew	<ol style="list-style-type: none"> 1. Understand the Runners' entitlement 3. Understand the collection flow and distribute the refreshment/product to the runners 	<ul style="list-style-type: none"> ✓ Cheerful, enthusiastic, and proactive ✓ Volunteers must be <u>13 years and older</u> ✓ Physical Level: High ✓ Communication Skill: Low

Roles	Description	Requirements
Programme & Protocol Crew	<ol style="list-style-type: none"> 1. Providing VIPs with rundown and updates of event day programming 2. Getting VIPs ready to move off to set activity to ensure event day programming runs as per schedule 3. Support participating key communities by assisting them from point to point 	<ul style="list-style-type: none"> ✓ Tech savvy, helpful, friendly, patient, eloquent, not afraid to approach people ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Medium ✓ Communication Skill: High
Corporate Hospitality Crew	<ol style="list-style-type: none"> 1. Supports Commercial Team at Corporate Hospitality Booths after the Finish Line 2. Ensure access for invited guest only 3. Greet guest and answer queries if needed 	<ul style="list-style-type: none"> ✓ Personable, friendly and able to communicate clearly with customers ✓ Volunteers must be <u>18 years and older</u> ✓ Physical Level: Low ✓ Communication Skill: High
Post-Race Zone Crew	<ol style="list-style-type: none"> 1. Supports Commercial Team at Partners Booth at Post-Race Zone 2. Assist in Queue Management 3. Greet guest and answer queries if needed 	<ul style="list-style-type: none"> ✓ Personable, friendly and able to communicate clearly with customers ✓ Volunteers must be <u>18 years and older</u> ✓ Physical Level: Low ✓ Communication Skill: High