

SCSM 2022 Volunteer Role Description

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PRE-EVENT VOLUNTEER ROLES

| Roles | Description | Requirements |
|------------------------|--|---|
| Corporate Packing Crew | <ol style="list-style-type: none"> 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 |
|--------------------|---|---|
| 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) |
| 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>13 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 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. 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 |
|---|---|--|
| Volunteer Welfare Crew Includes: <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 year and older</u> ✓ Physical Level: Medium ✓ Communication Skill: Low |

| Roles | Description | Requirement |
|-------------------------|--|--|
| Muscle Rub Station Crew | <ol style="list-style-type: none"> 1. Set up of Muscle Rub point 2. Replenishment of Muscle Rubs from the storage tent 3. Cleaning and tearing down of station | <ul style="list-style-type: none"> ✓ Cheerful and bubbly character ✓ Volunteers must be <u>18 years and older</u> ✓ Physical Level: Medium ✓ 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 | <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 |
| Precinct Management | <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 | <ul style="list-style-type: none"> ✓ Cheerful, helpful and good with directions ✓ Volunteers must be <u>16 years and older</u> ✓ Physical Level: Medium |

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| | <ol style="list-style-type: none"> 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 | <ul style="list-style-type: none"> ✓ Communication Skill: Medium |
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EVENT-DAY VOLUNTEER ROLES (VENUE)

| Roles | Description | Requirements |
|------------------------|--|---|
| External 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 |

| Roles | Description | Requirements |
|---------------------------------------|---|--|
| 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. Esure 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 |
| Village Courtesy & Drink Station Crew | <ol style="list-style-type: none"> 1. Guiding participants to their desired location i.e. From Portaloos to the Start Line 2. Managing queue lines for portaloos, entrances, bag deposit and drink station when necessary 3. 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"> 1. Cheer participants on when they cross the finish line 2. Get participants to move forward to prevent backflow of those who have not crossed the finish line | <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 |

| Roles | Description | Requirements |
|------------------------------------|--|--|
| Information Booth Crew | <ol style="list-style-type: none"> 1. Have general/good understanding of the event day flow/details 2. 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 |
| 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 |

| Roles | Description | Requirements |
|---------------------|--|---|
| Recovery Area Crew | <ol style="list-style-type: none"> 1. Understand the Runners' entitlement 1. 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 |
| VIP Management Crew | <ol style="list-style-type: none"> 2. Point of contact for event day Protocol & Programming for VIPs 3. Providing VIPs with rundown and updates of event day programming 3. Getting VIPs ready to move off to set activity to ensure event day programming runs as per schedule | <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 |
| Media Assistants | <ol style="list-style-type: none"> 1. Support PR Agency to provide event related assistance / assist in media centre operations / refreshments for media / leading media to accredited areas | <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 |

| Roles | Description | Requirements |
|----------------------------|--|---|
| Marketing Assistants | <ol style="list-style-type: none"> 1. Support marketing efforts which can include : assisting in influencers/photography/videography/social media coverage assistance 1. Assist in smooth operations of the live broadcast | <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 |
| Community Crew | <ol style="list-style-type: none"> 1. Support participating key communities by leading them to start points / accredited areas, provide refreshments and attend to any other queries/requests 2. Communities can include: Pacers, Sportcares, SportSG athletes etc | <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 |