



## 2018 DGPA Volunteer Area Job Descriptions Renewal Job Descriptions

Area Assignment Physical Demand Key

Rating Scale: 1 (*low*) – 3 (*high*)



### RACE WEEKEND AREAS

#### ACCESSIBILITY AMBASSADORS

Volunteers will be strategically placed at Event entrances, guest viewing platforms and the cold track crossing area to assist physically challenged guests and others with special needs (ADA Guest) with basic directions, access to comfort stations, escort to/from their grandstand or hospitality destination and if appropriate, request golf cart transport. Volunteers work closely with Hospitality Shuttle Service drivers and other departments to provide such guests with an outstanding Grand Prix experience. Volunteers will not be expected to lift guests or push wheelchairs. This area requires a commitment to volunteer the first or second shift each day of race weekend—Friday, Saturday and Sunday (shifts are approximately 7:30am-2:00pm, and 12:30am-7:00pm), June 1-3, 2018.



#### CHALET SERVICES

Volunteers assist corporate partners in the chalet and hospitality areas to ensure partners and their guests have a positive and enjoyable race weekend experience. Team members' major responsibilities include assuring only properly credentialed individuals are allowed in private hospitality areas, providing information and/or directions to those seeking assistance, transferring chalet partners' materials in/out of secured storage, and inspecting chalet facilities throughout the day for damage or safety concerns. Prior to race weekend, Chalet Services volunteers have an additional opportunity to assist corporate partners with "load-in", when partners bring display and distributable materials used during race weekend to the chalet area. At the end of each day, volunteers will assist chalet guests in exiting the hospitality areas. At the end of Saturday and Sunday, volunteers will also assist with logistics of the VIP shuttle exit. "Load-out", at the conclusion of race weekend, is also an opportunity to assist the corporate partners in removing displays and materials from their chalets to their personal vehicles or a storage pod. Team members should have a positive attitude, excellent communication skills, good observation skills, and the ability to be flexible. A typical day generally begins at 7:30am and may last until 7:00pm, split into two overlapping shifts of approximately 6 ½ hours each (approximately 7:30am-2:00pm, and 12:00pm-7:00pm), Friday-Sunday, June 1-3, 2018.



### **CIRCUIT MARSHALS**

Volunteers assigned to this area will work in teams and control and/or assist with pedestrian and vehicle flow adjacent to the circuit. Volunteers will check for proper credentials to control access to restricted areas such as pit lane, the paddock, and areas adjacent to the track, as well as manage pre-scheduled track-level pedestrian crossings. Teams in some areas will also manage vehicle flow within the venue, including race team vehicles, and various other support vehicles. Personnel should have a great attitude, a friendly and helpful demeanor, and be well versed on things around the circuit, as they will frequently be approached by guests for assistance and/or directions to specific locations. Circuit Marshals work outside and will be on their feet while on duty, almost at all times. A typical day begins at 6:30am-7:00am, and may last until 7:00-7:30pm, split into two overlapping shifts of approximately 6 ½ hours each. This area requires a commitment to volunteer the first or second shift each day of race weekend—Friday, Saturday and Sunday (shifts are approximately 7:00am-1:30pm, and 12:30am-7:00pm). **CHANGE FOR 2018 - Shift #1 lunch is after your shift; Shift #2 lunch will be during your shift.** June 1-3, 2018.



### **CUSTOMER RELATIONS**

Customer Relations volunteers welcome our guests upon arrival at Belle Isle; assisting guests with any questions they may have and providing directions at the entrance to the race venue. In the afternoon, Customer Relations volunteers will organize and direct guests to the various queuing areas with the goal of providing a friendly, efficient and positive shuttle bus experience. As the first (and last) people whom the spectators will interact with, a great attitude, friendly smile and helpful demeanor are essential. Volunteers will be rotated through the various assignment stations throughout the weekend. You'll have the opportunity to interact with many race fans, helping to ensure that everyone in attendance has a great experience. This area allows members to work the first, second or third shift each day of race weekend—Friday, Saturday and Sunday, June 1-3, 2018.



### **EVENT CEREMONIES**

The Event Ceremonies team assists with presenting the Opening Ceremonies, Winner's Circle Ceremonies, Autograph Sessions and other fan activities. Typical duties include setting up and taking down signage, decorations and fencing, escorting VIP's to and from the stages, managing the lines at autograph sessions and other duties as they arise. With seven races over three days the team is very busy. Members must be able to walk distances and climb the stairs over the track bridges without effort and lift and carry 25 lbs. Team members should have good communication skills and be able to interact professionally with VIP's and Guests. Familiarity with moving around the race venue is a plus. There is only one shift and it starts at 7:00 AM and goes to an hour after the last race. It is a one of the smallest areas in terms of staffing and there are only a few openings.



### **FOOD SERVICES**

Volunteers help prepare and distribute food, beverages and moral support to fellow volunteers during race weekend. Duties include setting up and maintaining the DGPA food tent area(s), collecting meal tickets, distributing lunches and beverages. We help support the volunteer organization and our job is very important to the care and feeding of the volunteers. Helpful, friendly volunteers are required. This area requires a commitment to work either the first or second shift each day of race weekend - Friday, Saturday and Sunday, June 1-3, 2018.



**HOSPITALITY SHUTTLE SERVICES**

Volunteers staff shuttle stops around the circuit during race weekend to transport media, VIP guests and guests with physical disabilities. Team members do not have a dedicated golf cart for their full shift and therefore will alternate driving duties with performing other tasks assigned by their team supervisor. Prior to race weekend, Hospitality Shuttle Services volunteers have additional volunteer opportunities including: assisting the media with their equipment “load-in”; transporting corporate sponsor guests to hot laps or IndyCar experience and setting up team equipment. This busy area requires active, friendly volunteers who have good communication skills, are observant and flexible. Volunteers will be standing and greeting guests throughout the weekend. A typical day can begin as early as 5:30 am and last until 8:00 pm. There will be two shifts; shift times are based on the race schedule, start and end times may adjust slightly once the schedule is finalized. Mandatory 2-hour training on golf cart safety and complete course layout is required on either Wednesday, May 30 or Thursday, May 31. The training schedule will be confirmed during our breakout session at orientation. If you wish to work in this area, you must have a valid driver’s license, please indicate your license number on your application. This area requires a commitment to attend one 2-hour training session and work one shift each day of race weekend—Friday, Saturday and Sunday, June 1-3, 2018.



**INFORMATION**

Information volunteers serve the spectators and participants by providing race information including event schedules, ticket and hospitality access details, directions to desired locations around the race course and providing lost/found services. This busy area needs active, friendly volunteers with enthusiasm for the race and the city, people skills, and a welcoming smile and attitude. Volunteers will staff booths in high traffic locations around the race circuit. Please note activity requirements. This area requires a commitment to work either the first or second shift each day of race weekend—Friday, Saturday and Sunday, June 1-3, 2018.



**MEDIA CENTER**

Media Center volunteers assist the print, broadcast, internet and photo journalists from around the world, including league/team/manufacturer/event PR staff, in the operation of the race weekend Media Center and the creation and/or distribution of event information, PR packets, press notes as well as management of press conferences. Typical duties include controlling Media Center access, operating office equipment, preparing area for press conferences, fielding requests and driving media and race participants on golf carts. Assignments will rotate during each shift and can be demanding, repetitious and require rapid attention to detail and flexibility. A positive team approach to providing superior customer service is our goal. Volunteers will be scheduled to work based on open hours of the Media Center. First shift may start as early as 6:30AM and 2<sup>nd</sup> shift end as late 9PM Thu. 8:30AM & 12PM, Fri-Sun 6:30AM & 11:30AM. Schedules will be flexible whenever possible to accommodate our volunteer situations if it does not impact the delivery of a great experience to our media guests. Expect to complete 3 shifts totaling 25-26 hours during the four days.



### **TICKET SCANNERS**

Volunteers staff two guest entrances within the circuit and are responsible for checking tickets and credentials, checking bags for restricted items, and most importantly greeting and assisting race-goers before and after the race. This area will also support the Accessibility Ambassadors in assisting individuals with physical challenges and/or have difficulty entering or leaving the race circuit. Friendly, enthusiastic people are particularly suited to this area. This area asks for a commitment to work either the first or second shift each day of race weekend—Friday, Saturday and Sunday, June 1-3, 2018.



### **USHERS**

Ushers are people-oriented and enjoy helping others. Usher volunteers are responsible for assisting patrons with finding seats, locating concessions and other venue attractions and facilities, assisting with ticketing issues and general crowd control in and around the grandstand area. A friendly, helpful attitude and a general knowledge of the track layout and on-track activities go a long way for an Usher volunteer.

Assignments are generally rotated so that every Usher will spend time at different posts throughout the day and weekend. Ushers are required to work 1 shift on Friday, Saturday & Sunday. Shift options are; All Day 7:00am to 6:30pm; 1st shift 7:00am - 1:30pm; 2nd shift 12:00pm - 6:30pm.



### **VOLUNTEER POOL- Most Flexible Option**

Members assigned to this area provide a wide range of support during the Chevrolet Detroit Belle Isle Grand Prix, helping to staff the Volunteer Center and possibly serving as supplemental staff for other volunteer areas on an as-needed basis. Assistance may be required for a few hours or all day in such areas as Accessibility Ambassadors, Chalet Services, Circuit Marshalls, Customer Relations, Food Services, Ticket Takers or Ushers. Individuals seeking a variety of experiences during the event weekend should be drawn to this assignment area. Volunteer Pool members are required to work either the first or second shift of the race weekend, Friday, Saturday or Sunday, June 1-3, 2018.

## **PRE-RACE AREA**

### **CREDENTIALS**

Volunteers will prepare, organize, process and issue credentials to all Media personnel, volunteers, staff, service and support workers. This area also does some off-site credentialing, along with preparation, assembly and distribution of packets for DGPA members. Volunteers assigned to this area require developed clerical and face-to-face customer service skills. Work begins about a month before race day and is scheduled on weekdays and some evenings leading up to the race. The two weeks leading up to Race Weekend are the busiest work days, and volunteers assigned to this area will be required to work some of their hours during these weekday sessions. All volunteers assigned to this area will be asked to provide a schedule outlining their hours of “availability” to work weekdays and Race Weekend. Only limited shifts are available on Friday, Saturday, and Sunday of Race Weekend. Shifts are flexible, so volunteers can work long, all-day schedules or split-up their mandatory hour requirement into shorter shifts over multiple days.



### **GRAND PRIX OFFICE**

Office volunteers work in the Chevrolet Detroit Grand Prix's Renaissance Center office, assisting CDGP Staff with administrative duties and office tasks in the weeks leading up to the race. Typical pre-race duties include answering phones, assisting with mailings, sorting and assembling information packets and other tasks as needed. Daytime availability is especially important, although some nights and weekend needs do arise. All volunteers assigned to this area will be asked to provide a schedule outlining their availability. Race information and answers to frequently asked questions will be provided prior to the first shift. All volunteers assigned to this area volunteer a minimum of 18 hours with flexible shift times plus at least one (1) shift during race week/weekend; Tuesday, May 29 – Sunday June 3, 2018.



### **OPERATIONS SUPPORT SERVICES (OSS)**

Volunteers support the event's Operations Department and On-Track Services Teams. The jobs are varied and include: Car Corral operations, On Track and Operations support administrative duties; Race Weekend Call Center, meal preparation and general maintenance of the circuit and Operations Compound facilities. Activities for OSS begin early in May and are scheduled during weekdays, evenings, and weekends. Volunteers normally work well beyond the standard three-day commitment and are required to volunteer a minimum of 12 hours before race weekend. Shifts are flexible. Mandatory attendance at a DGPA orientation is required. More information can be found at [OTSOSSDGP.com](http://OTSOSSDGP.com).



### **ON TRACK SERVICES (OTS)**

Volunteers assist with operational support and facilities preparation prior to, during, and after race weekend. The jobs we do are varied and include: light-duty facility and track maintenance; supervision; coordination of some Track Crossing areas; and final preparation of the track, including tire barrier assembly. Race weekend On-Track assignments do not necessarily include work "on the race track", most work is performed off-track and prior to race weekend. Activities for On-Track begin in early May and include weekdays, evenings, and weekends. Volunteers normally work well beyond the standard three-day commitment and are required to work a minimum of 12 hours before and/or after the race weekend. Shifts are flexible. Mandatory attendance at a DGPA orientation is required. More information can be found at [OTSOSSDGP.com](http://OTSOSSDGP.com).



### **TRANSPORTATION/DELIVERY SERVICES**

Volunteers handle requests from the Grand Prix Staff and the DGPA involving a wide variety of tasks that interface with almost every facet of the race. People and items are constantly being transported, starting two to three weeks before the race. Various vehicles are provided, but work in this area also requires strength, dexterity, able-bodied arms and legs. Volunteers should be ready and willing to lift heavy objects and carry them for some distance, and carry them up and down stairs. A lot of walking may also be required. If you wish to work in this area, you must be able to lift and carry heavy boxes and objects of various sizes, you must have a valid driver's license: please indicate your license number on your application. Advance work 4-5 weeks before the race is handled from the CDGP office and during race week the Transportation Office location on Belle Isle. People with daytime availability are particularly

needed. Post-race (Monday and Tuesday) availability is also needed. All volunteers assigned to this area will be asked to provide a schedule outlining their availability to work 4-5 weeks before the race and 2-3 days after the race. Assignment to this area requires a commitment to work at least one full day before the race, at least one shift each day of race weekend—Friday, Saturday and Sunday, and/or a day or two after race, completing a minimum of 25 hours.

