



2022 DGPA Volunteer Area Job Descriptions

Area Assignment Physical Demand Key

Rating Scale: 1 (*low*) – 3 (*high*)



RACE WEEKEND AREAS

ACCESSIBILITY AMBASSADORS

Energetic volunteers who enjoy helping others and have good communication skills are needed for this position. Volunteers are strategically placed at Event entrances, guest viewing platforms and the cold track crossing area to assist physically-challenged guests with basic directions, escort them to/from their grandstand or hospitality destination and, if appropriate, request golf cart transport. This area requires a commitment to work approximately 5 – 6-1/2 hours for the first or second shift each race day – June 3-5, 2022. Shift times are determined by the event schedule.



CHALET SERVICES

Volunteers will control access to the chalet and hospitality areas to ensure only properly credentialed individuals are permitted to enter. Team members will also assist partners transfer materials in/out of secured storage, provide information and/or directions to chalet guests and partners seeking assistance, and inspect chalet facilities throughout the day for damage or safety concerns. Volunteers assigned to this area work outdoors and may be fully exposed to prevailing weather conditions (heat, rain, etc.). Chalet Services volunteers have an opportunity to assist during “Load-in” prior to race weekend, when partners bring materials used during race weekend to the chalet area, and “Load-out” at the conclusion of race weekend when partners remove materials from their chalets and transfer to their vehicles or a storage pod. Team members should have a positive attitude, excellent communication skills, friendly demeanor, and good observation skills to ensure partners and their guests have an enjoyable race weekend experience. Volunteers are requested to work a minimum of one shift all 3 days of the event: Friday, June 3; Saturday, June 4; and Sunday, June 5. Shift times are approximately as follows:

• Shift 1: 8:00am – 2:00pm

Shift 2: 12:00pm – 6:00pm



CIRCUIT MARSHALS

Volunteers in this department work within teams and control and/or assist with pedestrian and vehicle flow adjacent to the race track. Circuit Marshals check for proper credentials to control access to restricted areas such as Pit Lane, and other areas next to the track, as well as manage pre-scheduled track-level pedestrian crossings. Circuit Marshals have varying specific responsibilities depending on the team/area in which they work.

Circuit Marshals should have a great attitude, a friendly and helpful demeanor, and provide an excellent guest experience. Circuit Marshals work outside and are standing/walking at all times, rain or shine.

Circuit Marshals work approximately a 5 to 6-1/2-hour morning or afternoon shift each day. Returning volunteers are required to work all three (3) days of the event. Shift times are determined by the race schedule. June 3-5, 2022



CUSTOMER RELATIONS

Customer Relations volunteers welcome all guests, upon the arrival at Belle Isle and the venue entrance. We assist guests with any questions they may have and provide directions, if needed. Upon exiting the venue, the Customer Relations team will assist guests to the various shuttle/bus stops or area of departure. All with the goal of providing a friendly, efficient and positive transportation experience. We are the first (and last) volunteers the race fans will interact with, a great attitude, friendly smile and pleasant demeanor are essential. Our team will be positioned at various stations around the Transportation Center (Bus Loop), throughout the weekend. You'll have the opportunity to interact with race fans from around the world, while creating a memorable experience for all guests. This area requires volunteer commitments of all 3 days of race weekend. Shifts: All Day (7:30am-7:00pm) Morning (9:00am-4:00pm) Afternoon (12pm-7:00pm) Friday, Saturday & Sunday June 3-5, 2022.



EVENT CEREMONIES

The Event Ceremonies team assists with producing 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 VIPs to and from the stages, managing the lines at autograph sessions and other duties as they arise. With four races during the weekend, 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 VIPs and guests. Familiarity with moving around the race venue is a plus. This area requires commitment to work all 3 days of race weekend June 3-5. Only one shift is available, starting at 8:00 AM and lasting up to an hour after the last race, for approximately 10 hours. 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 serve food, beverages and moral support to fellow volunteers during race weekend. Duties include setting up and maintaining the DGPA food distribution area(s), collecting meal tickets, serving lunches and beverages. You may be asked to carry boxes to and from the food storage

truck, ice bags or beverage cases. If you choose to serve food, you will be standing for long periods of time on concrete. This area helps support the volunteer organization and is very important to the care and feeding of the volunteers. Helpful, friendly volunteers are required. Shifts are not available for this area, although breaks are given as needed. This area requires a commitment to each day, **all day-approximately 9 hours**, Friday, June 3; Saturday, June 4; and Sunday, June 5.



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 and therefore will alternate driving duties with performing other tasks assigned by their team supervisor, including standing to greet guests. This busy area requires active, friendly volunteers who have good communication skills, are observant and flexible, and have a valid driver's license. Please indicate your driver's license number on your application. There are two shifts; shift times are based on the racing schedule. This area requires a commitment to attend one 2-hour training session on complete course layout and golf cart safety offered prior to race weekend and to work one shift each day of race weekend: approximately 5 hours on Friday, June 3, and 6 ½ hours on Saturday & Sunday, June 4-5, 2022.



INFORMATION

Information volunteers serve the spectators and participants by providing race information including event schedules, ticket and hospitality access details, directions to desired locations throughout the race venue, and providing lost/found services. Volunteers will staff booths in high traffic locations around the race circuit. This busy area needs active, friendly volunteers with enthusiasm for the race, and a welcoming attitude. Information volunteers will work all 3 days of race weekend, June 3-5, 2022. The half-day shift commitment is approximately 5 hours, including breaks, depending on the racing schedule. A full-day option is also available. You will receive your specific work hours prior to the race weekend. Please note activity requirements, which include walking to the booths, table and materials set up and close down each day, and standing to engage visitors. It is an outdoor venue. Booths inside the circuit are accessed via stairs which cross the race track. Participation in the pre-race orientation will provide additional resources and duty details.



MEDIA CENTER

Media Center volunteers strive to provide a pleasant, secure and organized work environment for print, broadcast, internet and photo journalists along with league/team/manufacturer/event PR staff assigned to cover the event. Typical volunteer duties include: checking credentials to ensure Media Center access is authorized, assisting media and PR representatives to locate their assigned seats, use of common office equipment and radios, preparing designated areas for press conferences and operating golf carts to transport media or drivers. The nature of the volunteer work is primarily guest service within the Media Center. All functions require situational awareness, attention to detail and knowing when a request or issue should be referred to a manager. Superior customer service is our goal. Volunteers will be scheduled to work based

on operating hours of the Media Center. We ask for a commitment of at least 20 hours across the four operating days of the Media Center. Scheduling will be flexible whenever possible to accommodate individual volunteer situations. First and second shifts are about seven hours each. Exact times will be determined by final event schedule.



TICKET SCANNERS

Volunteers staff two guest entrances within the circuit and are responsible for checking tickets and credentials, while greeting and assisting race-goers before and after the race. Friendly, enthusiastic people are particularly suited to this area. It requires a commitment to work 3 days, either the first or second shift, with shift times approximately 5-6 hours each race day: Friday, June 3; Saturday, June 4; and Sunday June 5, 2022. Attendance of this area's orientation meeting is mandatory.



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.

Ushers should have a positive attitude, excellent communication skills, and good observation skills. Assignments are generally rotated so that every Usher will spend time at different posts throughout the day and weekend. Ushers are required to work at least one shift on each of the three race dates. Friday June 3, 2022, Saturday June 4, 2022 and Sunday June 5, 2022. Shift options are: All Day 7:30am to 6:00pm; 1st shift 7:30am - 1:30pm; 2nd shift 12:00pm - 6:00pm. Exceptions are made on a case by case basis



VOLUNTEER POOL- Most Flexible Option

Members assigned to this area provide a wide range of support during the Chevrolet Detroit Grand Prix presented by Lear, 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 Scanners 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 all race days, Friday, June 3; Saturday; June 4; and Sunday, June 5, 2022.

PRE-RACE AREAS

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 is scheduled on weekdays and some evenings during the weeks leading up to the race. The two weeks leading up to Race Weekend are the busiest workdays, 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 Grand Prix’s Renaissance Center office, assisting Staff with administrative duties and office tasks in the weeks leading up to the event. Typical pre-race duties include answering phones, assisting with mailings, sorting and assembling information packets and other tasks as needed. Opportunities to work in the DGPA Office on Belle Isle during race weekend are also available. 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 15 hours with flexible shift times plus at least one full (1) shift on Belle Isle during race week/weekends.



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 (Friday, June 3; Saturday, June 4; and Sunday, June 5, 2022) and are required to volunteer a minimum of 8 hours before race weekend. Shifts are flexible. Mandatory attendance at a DGPA orientation is required. More information can be found at OTSOSSDGP.com.

ON TRACK SERVICES (OTS)

Volunteers assist with operational support and facilities preparation prior to, during, and after race weekend. The jobs are varied and include: light-duty facility and track maintenance, supervision or 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 Services begin in early May and include weekdays, evenings, and weekends. Volunteers normally work well beyond the standard three-day commitment (Friday, June 3; Saturday, June 4; and Sunday, June 5 2022) and are required to work a minimum of 8 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.



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 up to five weeks before the event. 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 needed to and from various locations. People with daytime availability are particularly needed. Post-race (Monday and Tuesday, June 6-7) 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 race weekend (Friday, June 3; Saturday, June 4; and Sunday, June 5, 2022), and/or a day or two after race, completing a minimum of 25 hours.

