



Role	<u>Box Office Attendant / Ticket Seller</u>
Department	Ticketing
Reports To	Ticketing Team Leader
Duties	<p>You are one of the first people our fans interact with on game day. With a welcoming smile and lots of enthusiasm, you are in charge of selling tickets on Game Day and assisting the ticket manager in accounting for tickets.</p> <ul style="list-style-type: none"> • Greet spectators • Cash handling • Operate EFTPOS machine • Print and hand tickets to spectators • Direct spectators to areas within the venue • Report issues to Ticket Manager • Assist with other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Money Handling skills • Enthusiasm • Experience in EFTPOS machines (desirable) • Calmness under pressure • Computer Skills • Knowledge of our venue, seating and ticket prices • Able to apply simple math quickly
Qualifications / Certificates	Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From two hours before first pitch, to box office close in fourth inning. Assist with packing up after the game

Role	<u>Ticket Scanner</u>
Department	Ticket Manager
Reports To	Ticketing Team Leader
Duties	<p>Working under guidance of the Ticket Manager, you are in charge of managing the flow of people as they enter the gate. You must be able to greet them with enthusiasm, a conversation and a smile as this is a community event. First impressions are important.</p> <ul style="list-style-type: none"> • Greet spectators • Scan tickets (with Ticker Scanner) • Direct spectators to various venue locations (including their where



	<p>their seats are located)</p> <ul style="list-style-type: none"> • Refer issues to Ticket Manager • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Ability to work quickly and calmly under pressure • Strong Communication skills • Ability to use hand held ticket scanners (training will be provided) • Positive attitude
Qualifications / Certificates	Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From two hours before first pitch, to box office close in fourth inning. Assist with packing up after the game

Role	<u>Front of House Engagement</u>
Department	Fan Engagement
Reports To	Volunteer Coordinator
Duties	<p>Your job is to make sure the area outside the ballpark as people walk in is as fun and engaging as possible. This can include:</p> <ul style="list-style-type: none"> • Setting up buskers • Activations for data-collection • Running competitions • Assisting with player visits • Co-ordinating mascots out front <p>You will work with the Volunteer Coordinator, Director of Fan Services and the Ticketing Manager to make sure the area is exciting as possible.</p>
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Strong leader • Excellent communication skills • Peppy and positive personality • Creative • Quick decision maker • Easy to talk to • Other duties to assist the Bite Crew on Game Day
Qualifications / Certificates	Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From two hours before first pitch, to box office close in fourth inning. Assist with packing up after the game



Role	<u>Corporate Check In/Host</u>
Department	Fan Engagement
Reports To	Corporate Partnership Manager
Duties	<p>Your job is to help our corporate and Shark Tank guests successfully navigate their way to their seats.</p> <ul style="list-style-type: none"> • Greet our VIPs on arrival with a smile, make them feel at home and welcome • Provide guests with information about the night • Bring guests through the stadium for a brief tour • Show guests to their seats. • Refer issues to Laura Bond, Corporate Partnership Manager • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Ability to work under pressure • Professional approach • Strong conversational and social skills • Well presented
Qualifications / Certificates	Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From two hours before first pitch, until about the second inning. Assist with packing up after the game

Role	<u>Kids Engagement Zone Attendant</u>
Department	Fan Engagement
Reports To	Corporate Partnership Manager
Duties	<p>Your job is to provide our junior members and spectators with a fun experience.</p> <ul style="list-style-type: none"> • To entertain and supervise children in our Kid Zone • To run fun activities and games • To ensure children are safe • Assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Ability to run fun activities and games • Experience working with children • Outgoing, friendly personality • Respectful and responsible with a caring nature • Well presented
Qualifications /	Satisfactory Working with Children Check / National Criminal History



Certificates	<p>Check (required)</p> <p>First Aid Certificate (desirable)</p> <p>Child related certificates (desirable)</p>
Volunteer Hours	<p>Game days: From two hours before first pitch, until about the second inning. Assist with packing up after the game</p>

Role	<u>Bar Manager</u>
Department	Food and Beverage
Reports To	Eric Balnar
Duties	<p>Your job is to:</p> <ul style="list-style-type: none"> • Oversee all bar operations • Order Bar Stock • Stock each bar before each game • Count stock at the end of each night • Check all bars every 15 mins during the games • Ensure all bar staff are supported
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Cash handling • Excellent people skills • Respect the players from both teams • Good communicator • Well presented, neat and tidy
Qualifications / Certificates	<ul style="list-style-type: none"> • RSA License
Volunteer Hours	<p>Game days: From 120 minutes before the game to the very end!</p>

Role	<u>Bartender</u>
Department	Food and Beverage
Reports To	Bar Manager
Duties	<p>Serving beverages is part of the ballpark experience. As a Bartender you will work with the Bar Manager to:</p> <ul style="list-style-type: none"> • Serve alcoholic or non-alcoholic beverages • take note of stock • Interact with customers



	<ul style="list-style-type: none"> • Check customers' identification and confirm it meets legal drinking age • Comply with all food and beverage regulations • Report issues to the Bar Manager • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Money handling skills • Ability to work under pressure and with long lines • Effective communication • Positive attitude • Ability to operate an EFTPOS machine
Qualifications / Certificates	<ul style="list-style-type: none"> • Responsible Service of Alcohol (required) • Satisfactory Working with Children Check / National Criminal History Check (required) • Relevant training certificate (desirable)
Volunteer Hours	Game days: From 90 mins before game time to the 7 th inning. Includes pack down. Breaks provided. Assist with packing up after the game

Role	<u>Bar Runner</u>
Department	Food and Beverage
Reports To	Bar Manager
Duties	<p>Working under the Bar Manager to:</p> <ul style="list-style-type: none"> • Move our beer stock to each of our locations to make sure each bar has sufficient supply • Lift heavy stock • Transport stock from bar-to-bar • Report issues to Bar Manager • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Ability to lift heavy objects (essential) • Effective communicator • Mobile • Able to follow instructions • Driver's license • Experience in driving a Gator (desirable)
Qualifications / Certificates	<ul style="list-style-type: none"> • Responsible Service of Alcohol (required) • Satisfactory Working with Children Check / National Criminal History Check (required) • Manual Handling Training (desirable)
Volunteer Hours	Game days: From 90 mins before game time to the 7 th inning. Includes pack down. Breaks provided. Assist with packing up after the game



Role	<u>Snack Attendant</u>
Department	Food and Beverage
Reports To	Bar Manager
Duties	<p>Ice Cream! Chocolate! Popcorn! Get your snacks here! Why not bring the food and delicious snacks to our guests in the crowd. Get ready to make some noise, make yourself heard and deliver some snacks for sale around the ground.</p> <ul style="list-style-type: none"> • Money handling • Serve snacks to spectators • Physically fit • Ability to walk up and down stairs • Handling food • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Money Handling • Strong personality • Enthusiasm • Not afraid to get loud and silly • Good Communicator
Qualifications / Certificates	<ul style="list-style-type: none"> • Satisfactory Working with Children Check / National Criminal History Check (required) • Food handling (preferable)
Volunteer Hours	Game days: From 90 mins before game time to the 7 th inning. Includes pack down. Breaks provided. Assist with packing up after the game

Role	<u>Mascot</u>
Department	Fan Engagement
Reports To	Eric Balnar, Director Fan Engagement
Duties	<p>Have you had a long time childhood dream of making a fool of yourself in a mascot uniform? Now is your chance. You can BECOME Chomper...the mascot for the Adelaide Bite. You must be creative and always have a good time. You will:</p> <ul style="list-style-type: none"> • Flirt with the crowd • Hang out with the kids • Cheer on the Bite and be an amusing laughable presence around the ground • Other duties to assist the Bite Crew on Game Day
Desirable Skills	<ul style="list-style-type: none"> • A general goofball



and Attributes	<ul style="list-style-type: none"> • Willing to make a fool of yourself (in a suit) • Ability to push the edge a little bit • Not afraid to get loud and silly • Physically fit
Qualifications / Certificates	<ul style="list-style-type: none"> • Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From gates opening to end of game. Breaks provided and will work in a team. Assist with packing up after the game.

Role	PA Announcer
Department	Fan Engagement
Reports To	Eric Balnar, Director Fan Engagement
Duties	<p>Do you see yourself saying: “Now batting, for the Adelaide Bite ...#22 Steefffaaannnnn WELCH!!!”. It’s time to become the voice of the people and the person who energises the crowd. You will be asked to put your own unique, personal flair:</p> <ul style="list-style-type: none"> • Read from script • Announce each batter • Communicate vital messages to the masses • Promote our sponsors • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Strong voice • Great communicator • Energetic tone • Ability to work under the pump and on the fly! • Strong reader.
Qualifications / Certificates	<ul style="list-style-type: none"> • Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From 30 minutes before the game to the very end! Assist with packing up after the game

Role	DJ
Department	Fan Engagement
Reports To	Eric Balnar, Director Fan Engagement



Duties	<p>Love music? This could be the roles for you:</p> <ul style="list-style-type: none"> • Play the tunes • Cut up the walk up songs. • Get the crowd rocking when we're winning and cheer them up when we're losing • Must be able to identify key moments in baseball games to play those cool sound effects and pay close attention to the game. • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Good sense in music • Ability to work quickly and calmly under pressure • Strong attention to detail • Loves sports and a good tune • Ability to work a sound system
Qualifications / Certificates	<ul style="list-style-type: none"> • Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	<p>Game days: From 60 minutes before the game to the very end! Assist with packing up after the game</p>

Role	<u>Video Board Operator</u>
Department	Fan Engagement
Reports To	Eric Balnar, Director Fan Engagement
Duties	<p>The video board doesn't operate itself! We need someone to:</p> <ul style="list-style-type: none"> • Help create that in-game visual identity • Help script the videos shown • Play and cue sponsor videos and • Work with the production team • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Ability to learn and use new technologies efficiently and effectively • Ability to work quickly and calmly under pressure • Strong attention to detail • Organised
Qualifications / Certificates	<ul style="list-style-type: none"> • Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	<p>Game days: From 60 minutes before the game to the very end! Assist with packing up after the game</p>



Role	<u>Promotions and Engagement Team</u>
Department	Fan Engagement
Reports To	Eric Balnar, Director Fan Engagement
Duties	<p>Help promote the Bite, our sponsors and get the crowd rocking. If you are an energetic and enthusiastic person this is the role for you.</p> <ul style="list-style-type: none"> • Hand out programs at the door • Encouraging people to take part in one of our many activities • Walking around the grounds getting people to cheer • Selling raffle tickets. • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Ability to take direction • Sociable personality • Willing to work a variety of different roles • Ability to walk up and down stairs • Willing to talk to people and get them excited about the game • Loves to watch a bit of baseball and get people excited about the game!
Qualifications / Certificates	<ul style="list-style-type: none"> • Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From 60 minutes before the game to the very end! Assist with packing up after the game

Role	<u>Usher</u>
Department	Fan Engagement
Reports To	Eric Balnar, Director Fan Engagement
Duties	<p>Perfect for a person who wants to help people enjoy the game, but watch all the action themselves. You will be positioned at one of our grandstands around the field. This person will:</p> <ul style="list-style-type: none"> • Help fans find their seats • Answer any questions they may have • Help manage the flow of people during the game • Attend spectators that may become injured and direct to first aid • Report any incidents to Eric Balnar • Other duties to assist the Bite Crew on Game Day



Desirable Skills and Attributes	<ul style="list-style-type: none"> • Understanding of the venue and baseball • Strong people skills • Ability to calmly diffuse situations • Friendly attitude • Flexibility to move around grounds • Dancing is a bonus (who doesn't love dancing ushers?)
Qualifications / Certificates	<ul style="list-style-type: none"> • Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From 60 minutes before the game to the very end! Assist with packing up after the game

Role	<u>Volunteer Area Attendant</u>
Department	Fan Engagement
Reports To	Eric Balnar, Director Fan Engagement
Duties	<p>Our volunteers are the face of the Adelaide Bite. They play a major role in ensuring our fans have a great experience. It is important that our volunteers have a space where they can relax and recharge to ensure they provide our fans with a quality experience. The Volunteer Area Attendant plays a vital role in supporting our volunteers.</p> <ul style="list-style-type: none"> • Ensure the designated volunteer seating is free for our volunteers • Let volunteers have a break and enjoy the game. • Politely speak to spectators • Report any issues to the Volunteer Co-ordinator • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Friendly • Polite • Approachable
Qualifications / Certificates	<ul style="list-style-type: none"> • Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From 90 mins before game time to the 7 th inning. Includes pack down. Breaks provided. Assist with packing up after the game



Role	Corporate Host (Shark Tank / VIP)
Department	Corporate
Reports To	Corporate Partnership Manager
Duties	<p>Our front-of-house attendants will bring you a valued guest and they are yours to take care of. Your job is to:</p> <ul style="list-style-type: none"> • Be the face of the Bite on game days • Attend to their needs • Answer any questions about the games and players • Watch the game • Make sure they are having a good time • Assist with food and drink service where required • Run an exclusive raffle for each of the groups • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Great people skills and very conversational • Professional approach • Well presented, neat and tidy • Ability to make decisions on the fly in the name of customer service
Qualifications / Certificates	<ul style="list-style-type: none"> • Satisfactory Working with Children Check / National Criminal History Check (required) • Responsible Service of Alcohol (required)
Volunteer Hours	Game days: From 60 minutes before the game to the very end! Assist with packing up after the game

Role	Bat Boy
Department	Team / Roster
Reports To	Mark Chandler, EO
Duties	<p>Want to be right in the action on the field? Are you a cool kids who loves baseball? This could be the job for you. Your job is:</p> <ul style="list-style-type: none"> • Sit in the dug out of either team • Collect the bat once the batters has hit the ball and the play has stopped • Wear a batting helmet throughout the game • Store the bat in the designated space • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Knowledge of baseball • Quick runner • Respect the players from both teams



	<ul style="list-style-type: none"> • Good communicator • Well presented, neat and tidy
Qualifications / Certificates	<ul style="list-style-type: none"> • A kid aged between 10 and 14
Volunteer Hours	Game days: From 60 minutes before the game to the very end!

Role	<u>Car Park Attendant</u>
Department	Fan Engagement
Reports To	Eric Balnar, Director Fan Engagement
Duties	<p>Baseball would not be possible without the players, umpires, staff and volunteers. You could be the first person a new fan, player or volunteer meets on game days. You have an important role to set a great first impression of the Adelaide Bite and welcome players, staff, volunteers and fans.</p> <ul style="list-style-type: none"> • Check all cars in the designated area have a car parking permit displayed • Ensure cars are not double parked • Assist general fans with directions on where to park and how to access the venue • It is important not to hold up players, staff or volunteers as they need to get to work • Report any issues to the Volunteer Co-ordinator • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Polite • Friendly • Approachable
Qualifications / Certificates	<ul style="list-style-type: none"> • Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From 90 mins before game time to the 7 th inning. Includes pack down. Breaks provided. Assist with packing up after the game

Role	<u>Grounds Crew</u>
Department	Grounds keeping
Reports To	Facility Manager



Duties	<p>You will work with a highly motivated and energetic team in charge of getting the playing field ready for the games. Duties will vary but include:</p> <ul style="list-style-type: none"> • Line marking • Field preparation • Tarp duty • Dugout set up • Raking / Digging • Bullpen maintenance • In game field dragging • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Good communication skills • Experience in working at sporting events • Enthusiasm • Experience in driving a gator / tractor •
Qualifications / Certificates	National Criminal History Check (required)
Volunteer Hours	<p>Game days: Most heavily required two hours before first pitch, an hour after the game, and periodically in the game.</p> <p>This position allows you to watch the game, and be on standby, to fix any problems that arise.</p>

Role	Stadium Maintenance
Department	Grounds keeping
Reports To	Facility Manager
Duties	<p>You will work with a highly motivated and energetic team in charge of getting the stadium and facility ready for the fans. Duties may include:</p> <ul style="list-style-type: none"> • Corporate facility set up • Grandstand maintenance and cleaning • Handy work, as required • General maintenance and tidy up • Other duties to assist the Bite Crew on Game Day
Desirable Skills and Attributes	<ul style="list-style-type: none"> • You're a handy person • Positive attitude • Desire to learn more



Qualifications / Certificates	National Criminal History Check (required)
Volunteer Hours	Game days: Most heavily required during the day and build up to the home game. Assist with packing up after the game

Role	<u>Volunteer Co-ordinator</u>
Department	Fan Engagement
Reports To	Operational Manager
Duties	<p>You are the glue that holds everything together and the one who keeps our volunteers happy and engaged. You will work closely with the Operational Manager to ensure our volunteers have a great experience:</p> <ul style="list-style-type: none"> • Work closely with the Operations Manager and Assistant Volunteer Co-ordinator • Review roles descriptions • Assist in running training for volunteers • Welcome new volunteers • Inducting new volunteers • Identifying opportunity to recognize and reward volunteers • Be the point of contact for volunteers on game day • Ensure volunteers are rostered based on their skills, abilities and interests • Gain feedback from volunteers and report to Operations Manager • Brief volunteers before each game • Ensure volunteers have adequate breaks throughout their shifts • Communicate with volunteers via social media, electronic means and face to face. • Report any concerns to the Operations Manager
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Excellent communication skills • Leadership skills • Experience in managing volunteers • Experience in working at sporting events • Enthusiasm • Ability to motivate people • Ability to problem solve
Qualifications / Certificates	Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From two hours before first pitch, to the very end of the game and pack up



Role	<u>Assistant Volunteer Co-ordinator</u>
Department	Fan Engagement
Reports To	Operational Manager
Duties	<p>You are the glue that holds everything together and the one who keeps our volunteers happy and engaged. You will work closely with the Volunteer Co-ordinator and Operational Manager to ensure our volunteers have a great experience:</p> <ul style="list-style-type: none"> • Work closely with the Operations Manager and Volunteer Co-ordinator • Assist with reviewing roles descriptions • Assist in running training for volunteers • Assist in welcoming new volunteers • Assist in Inducting new volunteers • Assist in Identifying opportunity to recognize and reward volunteers • Be a point of contact for volunteers on game day • Ensure volunteers are rostered based on their skills, abilities and interests (if required) • Gain feedback from volunteers and report to Operations Manager / Volunteer Co-ordinator • Brief volunteers before each game (if required) • Ensure volunteers have adequate breaks throughout their shifts (if required) • Communicate with volunteers via social media, electronic means and face to face (if required). • Report any concerns to the Volunteer Co-ordinator
Desirable Skills and Attributes	<ul style="list-style-type: none"> • Excellent communication skills • Leadership skills • Experience in managing volunteers • Experience in working at sporting events • Enthusiasm • Ability to motivate people • Ability to problem solve
Qualifications / Certificates	Satisfactory Working with Children Check / National Criminal History Check (required)
Volunteer Hours	Game days: From two hours before first pitch, to the very end of the game and pack up



ADELAIDE BITE BASEBALL CLUB

PO Box 275, West Beach, SA 5024