

<b>Position Description</b>	Registration and Accreditation
<b>Roles</b>	<b>Registration and Accreditation Team Member</b> <b>Registration and Accreditation Team Leader</b>
<b>Venue</b>	Games Accreditation Centre
<b>Dates</b>	Pre-Games and Games time (10 October – 25 October 2025*) - TBC
<b>Supervisor</b>	Mikhail Monteiro, Registration & Accreditation Coordinator

### Role Summary

Assist the Administration and Registration Coordinator in the smooth operation and delivery of accreditation collection services for 2025 Australian Masters Games (2025 AMG) participants (i.e. competitors, supporters and non-playing officials).

### Key Tasks and Responsibilities

- Greet Games participants as they arrive at the Accreditation Booths
- Check participant registration paperwork and identification for accreditation collection
- Distribute participation pack to participants
- Direct any matters concerning registration or accreditation re-prints to the Help Desk
- Maintain the Games Accreditation Booth area in a neat and tidy manner, with supplies appropriately stocked
- Perform and complete other duties as directed by your 2025 AMG Team Leader
- Follow all policies and procedures of the 2025 AMG

### Knowledge, Skills and Experience

- Excellent communication and interpersonal skills
- Strong organisational skills and attention to detail
- Commitment to delivering a high level of customer service to all Games participants
- Ability to adapt to changing workloads (e.g. peak periods and non-peak periods)
- Ability to follow direction as required, and work independently as well as part of a team
- Ability to promote and commit to the values of the 2025 AMG
- Previous experience as a volunteer in major events is desirable

### Training Requirements

- 2025 AMG Induction Training (1 x compulsory session)
- 2025 AMG Role and Venue Training (approx. 2 x compulsory sessions)

<b>Position Description</b>	Operations
<b>Roles</b>	<b>Operations Team Member (Driving)</b>
<b>Venue</b>	Games Office- Suite 7309, Level 5 73 Northbourne Avenue Canberra ACT 2601, Games Accreditation Centre & Various Locations (TBC).
<b>Dates</b>	22 September – 25 October 2025 (TBC)
<b>Supervisor</b>	Warehouse & Logistics Coordinator

### Role Summary

As an Operations Team Member you will be assisting the Warehouse & Logistics Coordinator with the delivery of operations and logistics services to Games participants, venues, stakeholders, and workforce. This role will be based at the Games Logistics Centre but may be required to travel around Canberra & the ACT to the various Games venues.

### Games Logistics Centre based shifts will include:

- Assisting in maintaining the day-to-day operations and administration of the Games Logistics Centre.
- Packing and distribution of participation packs, medal allocations, and other Games collateral.
- Communicating with staff, volunteers, and stakeholders to ensure movement and delivery of goods.
- Performing and completing other duties as directed by your 2025 AMG Supervisor.

### Roaming shifts will involve:

- Working in a 2-person team (1 volunteer to drive and 1 volunteer to navigate/assist) to complete deliveries and collections at multiple Games venues.
- You will be required to drive a 2025 AMG van and therefore must have a full driver's license, no infringements, and pass a National Police Check (once you have accepted this role, we will contact you to begin this process).
- Forklift license is desirable.
- These shifts will always start and end at the Games Logistics Centre.

This role will involve a level of manual work. For example, standing for an extended period of time and lifting/moving boxes (however you will never be asked to lift anything that you aren't comfortable with).

### Training Requirements

- 2025 AMG Induction Training (1 x compulsory session)
- 2025 AMG Role and Venue Training (1 x compulsory session)

<b>Position Description</b>	Operations
<b>Roles</b>	<b>Operations Team Member (Non-Driving)</b>
<b>Venue</b>	Games Office- Suite 7309, Level 5 73 Northbourne Avenue Canberra ACT 2601, Games Accreditation Centre & Various Locations (TBC).
<b>Dates</b>	22 September – 25 October 2025 (TBC)
<b>Supervisor</b>	Operations Coordinator

### Role Summary

As an Operations Team Member you will be assisting the Warehouse & Logistics Coordinator with the delivery of operations and logistics services to Games participants, venues, stakeholders, and workforce. This role will be based at the Games Logistics Centre but may be required to travel around Adelaide to the various Games venues.

### Games Logistics Centre based shifts will include:

- Assisting in maintaining the day-to-day operations and administration
- Packing and distribution of participation packs, medal allocations, and other Games collateral.
- Communicating with staff, volunteers, and stakeholders to ensure movement and delivery of goods.
- Performing and completing other duties as directed by your 2025 AMG Supervisor.

### Roaming shifts will involve:

- Working in a 2-person team with a driver (another volunteer will fill the driving role) to complete deliveries and collections at multiple Games venues in a 2025 AMG van.
- Forklift license is desirable
- These shifts will always start and end at the Games Logistics Centre.

This role will involve a level of manual work. For example, standing for a long time and lifting/moving boxes (however you will never be asked to lift anything that you aren't comfortable with).

### Training Requirements

- 2025 AMG Induction Training (1 x compulsory session)
- 2025 AMG Role and Venue Training (1 x compulsory session)

<b>Position Description</b>	Participant Services
<b>Roles</b>	<b>Participant Services Team Leader</b> <b>Participant Services Team Member</b>
<b>Venue</b>	Games Accreditation Centre & Various Locations (TBC).
<b>Dates</b>	Pre-Games and Games time (10 – 25 October 2025) TBC
<b>Supervisor</b>	Registration & Accreditation Coordinator

### Role Summary

Assist in the provision of athlete and spectator services across various locations around Canberra & the ACT including at Special Events and various sporting or Games venues. Participant Services will ensure a positive experience for all event guests.

The Participant Services Team Leader will supervise a small team of Participant Services Team Members and will therefore have additional responsibilities.

### Key Tasks and Responsibilities

- Greeting of participants at key venues
- Customer service
- Information provision
- Way-finding services
- Follow all policies and procedures of the 2025 AMG
- Perform and complete other duties as directed by your 2025 AMG Team Supervisor

### Knowledge, Skills and Experience

- Experience in customer service
- Good knowledge of Canberra & Surrounding Suburbs
- Friendly and personable demeanor
- Commitment to deliver a high level of customer service
- Ability to work independently and make valued and responsible decisions
- Ability to work as part of a team
- Be willing to adapt to changing circumstances and workloads (e.g. peak periods, non-peak periods and schedule changes)
- Have excellent communication skills
- Be willing to receive and accept direction and advice
- To perform tasks in accordance with directions, policies and procedures
- Ability to promote and commit to the values of the 2025 AMG

### Training Requirements

- 2025 AMG Induction Training (1 x compulsory session)
- 2025 AMG Role and Venue Training (approx. 2 x compulsory sessions)

<b>Position Description</b>	Sports
<b>Roles</b>	<b>Sport Liaison Officer</b>
<b>Venue</b>	Games Office & Various Locations across the ACT (TBC).
<b>Dates</b>	Pre-Games and Games time (exact dates TBC)
<b>Supervisor</b>	Sports Coordinator

### Role Summary

Assist the 2025 Australian Masters Games (2025 AMG) Sport Coordinator and the specific Sport Convenors in ensuring the smooth operation, support and delivery of the sport program for Games participants, workforce and stakeholders.

### Key Tasks and Responsibilities

- Assist the Sport Coordinator in providing support and assistance to Games sport organisers (e.g. Sport Convenors and Sport Committee) during the 2025 AMG Sport program
- Respond to queries, requests or concerns from sport organisers in a timely and effective manner
- Assist in the timely delivery of equipment and resources to Games sport venues (e.g. signage, medals, podiums, etc.) in conjunction with the 2025 AMG Sport and Operations Team
- Assist with the installation of AMG signage at Games venues
- Communicate sport disputes and appeals to the Sport Coordinator
- Liaise with the 2025 AMG Sport Medicine Coordinator
- Assist in compiling, formatting and posting sport results for public distribution
- Follow all policies and procedures of the 2025 AMG
- Perform and complete other duties as directed by your 2025 AMG Supervisor

### Knowledge, Skills and Experience

- Excellent communication skills and interpersonal skills
- Ability to problem solve and work effectively under pressure
- Strong organisational skills and attention to detail
- Current driver's licence and own vehicle or access to vehicle during Games time
- Commitment to deliver a high level of customer service to all Games participants
- Ability to adapt to changing workloads (e.g. peak periods and non-peak periods)
- Ability to follow direction as required, and work independently as well as part of a team
- Ability to promote and commit to the values of the 2025 AMG
- Previous experience as a volunteer/employee in major events and/or sport is desirable

### Training Requirements

- 2025 AMG Induction Training (1 x compulsory session)
- 2025 AMG Role and Venue Training (1 x compulsory session)