

Volunteer Roles

- **Race Kit and Bag Packing (Thursday)**

This activity takes place several days before the event. It involves packing items such as timing chip, race bib, competitor information, sponsor promotional material, event timetable, etc into a race kit for each competitor. It is a relaxed role and you have the opportunity to have a chat.

Physical Level – Medium

Communication Skill – Low

- **Athlete Check In Assistant (Friday & Saturday)**

As an Athlete Check-In Assistant you will be required to interact with the athletes to ensure they receive their race pack and any other items required to participate in the event. The Athlete Check-in is usually the first experience an athlete has at an event. It is a great way to get up close to the athletes and wish them luck for their race. You might even register a Pro Athlete.

Physical Level -Low

Communication skill - Medium

Volunteers need to be at least 12 years old

- **IRONKIDS Registration, Transition and Recovery Assistant (Saturday)**

As an IRONKIDS Registration, Transition and Recovery Assistant you may/will be required to assist in either of these areas. The Athlete Check-in is the first experience the kids and parents have at an event. You be registering kids between 7 – 13yrs for their event. You will be required to interact with the kids and their parents and ensure they receive their race pack and any other items require participating in the event. When Registration is closed you will then be required to move to the finish line and assist with the set up and running of the finish line recovery food and drink area. Once the race celebrations are finished you will be required to clean and pack up the finish line recovery area. This event is fun and very enjoyable. If you are asked to assist in transition you be required to assist the kids as they come into transition after the swim leg. Assit the kids with putting shoes on, getting their bikes from racks, ensuring their gear remains with their number, etc. It is a fun event to be a part of.

Physical Level -Low

Communication skill - Medium

Volunteers need to be at least 12

years old

- **IRONKIDS Bike or Run Marshal (Saturday)**

Volunteers in these areas direct athletes and spectators around the course. You are our eyes and ears out on the course and assist with keeping the course clear of debris, obstacles and spectators when athletes are approaching. Course marshals must have the ability to direct athletes & general public around the event in a safe manner.

Physical Level -Medium

Communication skill – Medium

- **Athlete Bike Check In Assistants (Saturday)**

Volunteers will assist with directing the athletes around the transition area. Athlete's bikes need to be racked onto the allocated racks. A great role to meet the athletes and wish them luck for their race

Physical Level -Medium
supervised by an adult

Communication skill - High

Volunteers need to be 14+and

- **Bottle Filling Assistants (Saturday)**

Volunteers are required to prepare and fill athlete's hydration drink bottles for the race day aid stations. Volunteers will be required to mix electrolyte drink products. Full training and support is given by IRONMAN staff. This role is great for kids.

Physical Level -High

Communication skill - Medium

- **Parking Assistants (Saturday & Sunday)**

Volunteers in this role will be required to assist athletes, athlete family members and the public park their cars in an orderly manner in a designated location. Volunteers may also be asked to man and advice athletes, athlete family members and the public on no parking or parking limits.

Physical Level -Medium

Communication skill - High

- **Team leaders (Assist in coordinating the event) (Sunday)**

Volunteers for these positions will be expected to assist the IRONMAN staff in the management of the volunteers. This will involve a considerable amount of walking and keeping in touch with the management team. A high degree of inter-personal relations skills will be necessary.

Physical Level -High

Communication skill - High

Volunteers need to be 18+

- **Volunteer Tent Assistant (Sunday)**

Volunteers will be asked to assist with the sign on/ sign off process for fellow volunteers. Distribution of uniforms and catering packs. Your role may also include food distribution, assist with lunch breaks and volunteer well-being, and assist with basic event information and volunteer role information and registration. Full training and support is given be the IRONMAN Volunteer Co-Ordinator.

Physical Level – Medium

Communication Skill – Medium

- **Information Desk / Drop Out Clerk / Help Desk (Sunday)**

Information volunteers assist IRONMAN staff member in the events information desk which is also the Athlete Drop Off and Help Desk. Questions will be asked by the public and athletes during race day. You will also be asked to record athlete's numbers if they decide to withdraw from the race and collect their time chips. The volunteer will need to have the ability to provide sufficient information to answer the majority of questions and have the ability to correctly record athlete's numbers. Training and support from staff members is provided.

Physical Level - Med Communication skill - High

- **Transition Assistants – Morning (Sunday)**

Transition Assistants will be required to assist the athletes before and during their race. Transition is the hub of the race. You may be asked to assist in the Street Gear Tent, assisting and directing athletes around and through transition, assist with transition drink station. You will also be required to assist with keeping the Transition area clear, clean and free of obstructions. This role is where all the fast action happens.

Physical Level – Med Communication skill - High Volunteers need to be 16+ and supervised by an Adult

- **Transition Assistants – Afternoon (Sunday)**

Transition Assistants will be required to assist the athletes during and at the end of their race. Transition is the hub of the race. You may be asked to assist in the Street Gear Tent, assisting and directing athletes around and through transition or assist with bike check out. You will also be required to assist with transition pack down.

Volunteers need to be 16+ and supervised by an Adult

- **Pedestrian Crossing Point Marshal (Start/Finish Line, Transition and Around the Course) (Sunday)**

Volunteers are to help the general public cross the course safely at designated crossing points. They have to have the ability to stop the public crossing the course when competitors on the course near the crossing point.

Physical Level – High Communication skill – Medium Volunteers need to be at least 16+ and must have an adult with them.

- **Swim Start/Finish Marshal (Sunday)**

Assist the competitors entering and exiting the water and assist with traffic flow of spectators.

Physical Level -Medium

Communication skill - Medium

Volunteers need to be 18+

- **Bike and Run Aid Station Assistants/ Transition Drink Station (Sunday)**

Volunteers at these stations give the competitors a variety of rehydration liquids, Distribution of aid products (water, cola, electrolyte, food) to athletes during the race. Aid stations are a crucial part of the event and we would encourage team work, a positive and energetic environment for the athletes to push through their event. Volunteers need to encourage and cheer athletes on.

Physical Level - High

Communication skill - Low

Volunteers need to be at least 14 years

old and must be supervised by an adult

- **Course Marshal Volunteers (Bike or Run) (Sunday)**

Volunteers in these areas direct competitors and spectators around the course. You are our eyes and ears out on the course and assist with keeping the course clear of debris, obstacles and spectators when athletes are approaching. Course marshals must have the ability to direct athletes & general public around the event in a safe manner. Depending on the event, these shifts can be 5+ hours. Please refer to role list for event specific information.

Physical Level - High

Communication skill - Medium

Volunteers need to be 18+

- **Lead Bikes for Runners (Sunday)**

This is an exciting role and one that is very popular with Volunteers. Volunteers in this role will be required to ride the Run course in front of the lead athlete. You will be allocated to one of the 1st, 2nd or 3rd Male or Female athletes.

You will need to have the ability to ride the distance of the run course and stay within a safe distance from the athlete. Full training and briefing from the IRONMAN Run Director will be given for this role. You will be issued with a 2 way radio to provide location updates to race officials.

Physical Level – High

Communication Level - Medium

- **Lap Band Distribution (Sunday)**

Volunteers in this role provide lap bands to athletes who are starting on their second or third lap of the run course. Be able to answer simple course questions from members of the public.

Physical Level – Low

Communication Level – Medium

- **SAG Wagon Driver (Bike or Run) (Sunday)**

Volunteers in this role are to assist athletes that have pulled out of the race and need to return to transition. You will also be required to follow the last athlete back into transition or the finish line. You will be provided with a car, full briefing, 2 way radio and support from the IRONMAN staff.

Physical Level – Low Communication Level - Medium

- **Finish Line Catchers and Towels (Sunday)**

Volunteers are to assist with handing out the athlete’s finisher medals and towels as they have crossed the finish line. You may also be required to catch exhausted athletes as they cross the finish line. You will be required to present towels and medals to the athletes. Volunteers need to have strength to be in this position and have the ability to hold exhausted athletes.

Physical Level -High Communication skill - High Volunteers need to be strong and adults

- **Finish Line Athlete Timing Chip Removal Assistants (Sunday)**

Volunteers in this area ensure the competitors timing chips are removed and returned. Competitors have to pay for their timing chips if they are not returned. This role requires a lot of bending.

Physical Level – High Communication skill - Medium Volunteers need to be at least 14 years old and must be supervised by an adult

- **Finish Line Timing Assistance (Sunday)**

All competitors will be given a timing chip that they wear throughout the race. Volunteers in this role will assist the company providing the timing equipment and provide a manual “backup” process in case the timing system has a problem.

Physical Level -Low Communication skill - Medium Volunteers need to be 18+

- **Finish Line Recovery Area Assistants (Sunday)**

Volunteers in this area prepare fruit and water for the athletes after they have crossed the finish line. They will assist with re stocking the recovery product throughout the race until the last athlete has crossed the finish line. You will be required to clean up and pack down the area.

Physical Level -High Communication skill - Low



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The following is a guide of the physical activity and communication skills that are required for the volunteer roles required.

Physical Level - Low - Possibly, some light lifting. A standing position with short walks. You are not expected to lift or do anything that is beyond your means.

Medium - Lifting medium size boxes, bags, etc. Moving tables, bins, signs. A standing position with some walking. You are not expected to lift or do anything that is beyond your means.

High – Have the ability to moving barriers, install signs, erect flags, lift boxes, etc. This work is constant with a considerable amount of physical work. This level of physical activity may requires long hours of operation (endurance), physical tasks including heavy lifting (moving barriers, installing signage, lifting boxes) or the need for high intensity movement (running.) You are not expected to lift or do anything that is beyond your means.

Communication Skills - Low - Casual conversations with staff and other volunteers. Have the ability to receive instructions.

Medium - Good communication skills necessary. Be able to communicate with athletes, spectators, fellow volunteers and event management staff. Have the ability to receive instructions.

High - Leadership and excellent communication skills necessary. Be able to communicate with all people on site. Have the ability to receive and deliver instructions.