

# LEAD TEAM QUEUER

## **POSITION SUMMARY- *Key Volunteer Position***

Directs and supervises the Team Queuers, determines team traffic flow on and off the field, monitors flow during the competition. Plays a critical role in ensuring smooth flow of match play and maintaining the pace of the event.

## **FIRST VOLUNTEERS**

- Demonstrate Gracious Professionalism
- Contribute to creating an exciting, fun, highly-charged environment
- Make a difference in the lives of youths by creating a meaningful, inspirational and educational experience for team members
- Participate in required training offered by FIRST, and attend Volunteer Orientation Meeting
- Check-in daily at the Volunteer Registration/Information Table prior to start of shift
- Receive a Volunteer shirt and badge to be worn while participating in an event

## **POSITION OVERVIEW**

- Significant level of responsibility
- High visibility role
- Opportunity to utilize and further develop organizational and interpersonal skills
- Ability to work and interact with teams and volunteers
- Ability to contribute to the success of the competition by maintaining match pace
- Access to field; some opportunity to observe matches
- Physically active role, not sedentary

## **RESPONSIBILITIES**

- Attend Volunteer Meeting; train the Team Queuers
- Determine team traffic flow pattern to/from the playing field in cooperation with the Event Manager
- Direct and supervise Team Queuers
- Restrict access to field for unauthorized individuals
- Stage and position teams in preparation for the start of matches
- Maintain uninterrupted flow of teams to the playing field
- Direct teams to driver stations, and facilitates team departure from field
- Obtain a two-way radio and headset from event management office, return it to office at end of day
- Wear two-day radio and headset; communicate with the Pit Announcer regarding team competition schedule and timing, working with match schedule.

## **EXPERIENCE AND SKILLS NEEDED**

- Team Queuing experience is helpful
- Ability to “take charge”; be assertive, but tactful
- Basic knowledge of the game and match process
- Strong leadership, interpersonal and communication skills
- Ability to collaborate with others, work as a member of a team
- Self-directed individual
- Ability to stand for long periods of time

## **TIME COMMITMENT**

**Commitment:** Minimum 3 days, Thursday-Saturday + Training  
**Approximate times:** Wednesday.... 6:00 P.M.- 8 P.M. Mandatory Volunteer Orientation Training  
Thursday ..... 8:00 A.M.- 6 P.M.  
Friday ..... 8:00 A.M.- 5 P.M.  
Saturday ..... 8:00 A.M.- Completion

NOTE: Volunteers should arrive on site approx 30 minutes prior to start of shift if meals are desired

## **TRAINING**

Provided by FIRST headquarters prior to start of competition season. May include: live and/or recorded web conferences, teleconference(s), manual and other support materials, email communications and one-on-one support. FIRST Technical advisor provides advice during the competition.

## **REPORTING RELATIONSHIPS AND SUPERVISION**

Direct supervision: Event Manager  
On-site guidance: Volunteer Coordinator