



WWT Raceway Event Staff Job Descriptions

Area Assignment Physical Demand Key

Rating Scale: 1 (*low*) – 3 (*high*)



RACE WEEKEND AREAS

OPERATIONS AMBASSADORS

Volunteers will be strategically placed at various entrances, guest viewing platforms and the fan zone track crossing area to assist guests with basic directions, escort to/from their grandstand or hospitality destination and if appropriate, request golf cart transport. This area requires friendly volunteers who are flexible and have good communication skills. This area requires a commitment to volunteer for the first or second shift each day of race weekend—Friday, Saturday and Sunday.



HOSPITALITY SERVICES

Volunteers will control access to the hospitality areas to ensure only properly credentialed individuals are permitted to enter. Team members will also provide information and/or directions to hospitality guests and partners seeking assistance, inspect hospitality areas throughout the day for damage or safety concerns, and assist with the logistics of the end of day exiting. Team members should have a positive attitude, excellent communication skills, and good observation skills to ensure partners and their guests have a positive and enjoyable race weekend experience. This area requires a commitment to volunteer for the full shift each day of race weekend—Saturday and Sunday.



INFIELD AMBASSADORS

Volunteers in this department control and/or assist with pedestrian and vehicle flow adjacent to the racetrack. Infield Ambassadors check for proper credentials to control access to restricted areas such as Pit Lane, the Paddock, and other areas next to the track, as well as manage pre-scheduled track-level pedestrian crossings. Ambassadors should have a great attitude, a friendly and helpful demeanor in order to provide an excellent guest experience. This area requires a commitment to volunteer for the full shift each day of race weekend—Saturday and Sunday.



GUEST SERVICES

Guest Service volunteers welcome our guests upon arrival; assisting guests with any questions they may have and providing directions at the entrance to the race venue. Upon exiting the venue, Guest Services volunteers will assist guests to locate the various shuttle stops, with the goal of providing a friendly, efficient and positive experience. As the first (and last) people the race fans will interact with, a great attitude, friendly smile and helpful demeanor are essential. Volunteers will be positioned at various stations around the venue, throughout the weekend. You'll have the opportunity to interact with many race fans, helping to ensure that everyone in attendance has a great experience. This area requires a commitment to volunteer for the first or second shift each day of race weekend—Friday, Saturday and Sunday.



EVENT CEREMONIES

The Event Ceremonies team assists with presenting the Pre-Race Ceremonies, Victory Lane Ceremonies, Autograph Sessions and other fan activities. Typical duties include setting up and taking down signage, decorations and fencing, escorting VIP's to and from the stages, managing the lines at autograph sessions and other duties as they arise. 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. There is only one shift, and it goes to an hour after the last race. It is a one of the smallest areas in terms of staffing and there are only a few openings.



HOSPITALITY SHUTTLE SERVICES

Volunteers staff shuttle stops around the venue during race weekend to transport media, VIP guests and guests with physical disabilities. This busy area requires active, friendly volunteers who have good communication skills, are observant and flexible and have a valid driver's license. This area requires a commitment to volunteer for the first or second shift each day of race weekend—Friday, Saturday and Sunday. This area requires a commitment to attend one training session on complete facility layout and golf cart safety offered race week.



INFORMATION KIOSK

Information volunteers serve the guests by providing race information including event schedules, ticket and hospitality access details, directions to desired locations around the venue, and providing lost/found services. This busy area needs active, friendly volunteers with enthusiasm for the race and the city, people skills, and a welcoming smile and attitude. Information volunteers work all three days of race weekend—Friday, Saturday and Sunday. Volunteers will staff booths in high traffic locations. Please note activity requirements which include walking to the booths, table and materials set up and close each day and standing to engage visitors. It is an outdoor venue. This area requires a commitment to volunteer for the first or second shift each day of race weekend—Friday, Saturday and Sunday.



FAN ZONE AMBASSADORS

As a member of the Infield Fan Zone team, you will be responsible for helping set up and produce a unique fan zone experience, prioritizing customer service and creating positive lasting impressions for all fans. Fan Zone Ambassadors check for proper credentials to control access to restricted areas such as Pit Lane, the Paddock, and other areas next to the track, as well as manage pre-scheduled track-level pedestrian crossings. Ambassadors should have a great attitude, a friendly and helpful demeanor in order to provide an excellent guest experience. This area requires a commitment to volunteer for the full shift each day of race weekend—Saturday and Sunday.



MAIN OFFICE

Office volunteers work in the WWTR ticket office, assisting with administrative duties and office tasks. Typical duties include answering phones, assisting with directions, lost and found management and other tasks as needed. Race information and answers to frequently asked questions will be provided prior to the first shift. This area requires a commitment to volunteer for the first or second shift each day of race weekend—Friday, Saturday and Sunday.



TICKET SCANNERS

Volunteers staff the main guest entrances and are responsible for checking tickets and credentials, while greeting and assisting racegoers before and after the race. Friendly, enthusiastic people are particularly suited to this area. This area requires a commitment to volunteer for the first or second shift each day of race weekend—Friday, Saturday and Sunday.



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 seating 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. This area requires a commitment to volunteer for the first or second shift each day of race weekend—Friday, Saturday and Sunday.



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 concession area(s), collecting meal tickets, serving lunches and beverages. You may be asked to carry boxes to and from the food storage truck, icebags, pop cases, or hot food. If you choose to serve, you

will be standing for long periods of time on concrete. Helpful, friendly volunteers are required. Shifts and orientations are assigned from the outside company, Lundy's.



CAMPGROUND HOSTS

Campground Host are positioned at all Campground entrances. The Host will welcome campers and help them with all issues. They must be able to think quickly, utilize their tools to provide our guest with accurate information in a timely manner, and ensure our guest have a positive race week experience. This area requires a commitment to volunteer for the full shift each day of race weekend, including move-in—Wednesday-Sunday.



EMPLOYEE CHECK-IN

Employee Check-In staff work indoors, assisting with administrative duties and tasks. Typical duties include checking in new arrivals via signing in/out, distributing/collecting radios, passing out event shirts, assisting with directions, and other tasks as needed. Race information and answers to frequently asked questions will be provided prior to the first shift. This area requires a commitment to volunteer for the first or second shift each day of race weekend—Friday, Saturday and Sunday.



ADA SHUTTLE DRIVER

ADA Shuttle Drivers will be responsible for transporting ADA guests to and from the parking lots and infield via golf carts. Throughout all of these interactions, drivers must maintain a high level of professionalism and present the organization in the best light possible. ADA Shuttle Drivers will utilize a defined route. This area requires a commitment to volunteer for the full shift each day of race weekend—Saturday and Sunday.



PARKING SERVICES

Parking Services will help manage our car parking facilities. In this position, you may serve as a cashier, scanner, or parker. Cashiers will collect money from patrons parking their cars, directing them to their proper area, and control who comes in and out. Scanners will scan credentials/passes for validation, direct them to their proper location, and provide directions. Parkers will help form parking lines, assist with ingress and egress, and help provide directions. Parking Services will answer questions from patrons about the surrounding area. You will have to deal with a large volume of cars, so the ability to work in a fast-paced environment is crucial. Prior cashier or customer service experience is beneficial. This area requires a commitment to volunteer for the first or second shift each day of race weekend—Friday, Saturday and Sunday.

