



## 2024 DGPA Volunteer Assignment Area Descriptions



### Area Assignment Physical Demand Key

Rating Scale: 1 (low) – 3 (high)

- ALL EVENT WEEKEND VOLUNTEERS WILL HAVE TO USE PEDESTRIAN BRIDGES, AND BE ABLE TO WALK LONGER DISTANCES
- ADDITIONAL WALKING MAY BE REQUIRED FOR BREAKFAST AND LUNCH EACH DAY.
- FINAL ASSIGNMENT LETTERS AND SHIFT TIMES WILL BE SENT OUT APPROX. 3 WEEKS PRIOR TO THE EVENT

## EVENT WEEKEND VOLUNTEER OPPORTUNITIES

### TICKET SCANNERS

**(MINIMUM 15 HOURS OVER A 3 DAY COMMITMENT)**

Ticket Scanner volunteers staff guest entrances within the circuit and are responsible for checking tickets and credentials, while greeting and assisting event-goers throughout each event day. Friendly, enthusiastic people are particularly suited to this area. It requires a commitment to work 3 days, either the AM, PM, or All Day shift, with shift times approximately 5-6 hours each event day May 31 - June 2, 2024.



### GUEST NAVIGATORS

**(MINIMUM 15 HOURS OVER A 3 DAY COMMITMENT)**

The Guest Navigator volunteers greet guests, race fans, and visitors around the circuit and GMRENCEN, providing them with directions, venue, and event information. We assist guests with navigating throughout the GMRENCEN, Millender Center, Hart Plaza, and the Riverwalk, with the most feasible way to reach their destination. We are the mobile "Information Crew" and it's imperative that we know all facets of the venue. Members of our team will need a friendly smile, pleasant demeanor and great attitude. This area requires a volunteer commitment of at least one shift per day of event weekend. Shifts of approximately 5.5 hours each are scheduled around the times of opening and closing to the public, May 31st – June 2nd, 2024.



## INFORMATION

### (MINIMUM 16 HOURS OVER A 3 DAY COMMITMENT)

Information volunteers assist spectators and participants by providing event information including event schedule, ticket and hospitality access details, directions to desired locations throughout the event venue, and managing the Lost & Found services. Volunteers will be assigned to booths in high-traffic locations around the race circuit. This busy area needs active, friendly volunteers with enthusiasm for the event and the city, people skills, and a welcoming smile and attitude. Information volunteers must work all 3 days of event weekend, May 31-June 2, 2024. The AM and PM shift commitment each day is approximately 5 hours, depending on the racing schedule each of the 3 days, and includes a break. Lunch will be taken after your morning shift or before your afternoon shift. A full-day option is also available, which would include a lunch and breaks. You will receive confirmation of your assigned booth location and hours prior to event weekend. Please note activity requirements, which will include walking to the booths, booth and materials set up and close down each day, climbing stairs, and standing to engage visitors. It is primarily an outdoor venue, but information booths are under a covered tent. All reference material specific to this area will be provided prior to the event.



## HOSPITALITY SERVICES

### (MINIMUM 18 HOURS OVER A 3 DAY COMMITMENT)

Volunteers will control access to the suites and hospitality areas at various locations around the venue to ensure only properly credentialed individuals are permitted to enter. Team members may also be expected to assist Partners transfer materials in and out of secured storage, provide information and/or directions to suite guests and Partners seeking assistance, inspect suite facilities throughout the day for concerns, and/or serve in a concierge role. Volunteers assigned to this area should expect to climb multiple flights of steps, primarily work outdoors, and may be fully exposed to prevailing weather conditions. Volunteers have an opportunity to assist during "Load-in" prior to event weekend, when Partners bring event materials to the suite area and assist at various pre-race events held with our Partners and/or Media. Team members should have a positive attitude, excellent communication skills, friendly demeanor, and good observation skills to ensure Partners and their guests have an enjoyable event weekend experience. Volunteers are required to work a minimum of one 6 hour shift all 3 days of the event: May 31 - June 2, 2024.



## MEDIA CENTER

### (MINIMUM 18 HOURS OVER A 3 DAY COMMITMENT)

Media Center volunteers provide a pleasant, secure, and organized work environment for print, broadcast, social media and photojournalists along with league, team, manufacturer, event PR staff assigned to cover the event. Typical volunteer duties include checking credentials to ensure Media Center access is authorized, assisting media and PR representatives to locate their assigned seats, use of common office equipment and communication radios, preparing designated areas for press conferences, and providing wayfinding assistance within the GMRENCEN which may include greeting and providing directions upon arrival in select parking garages. The nature of the work is primarily media guest service within the Media Center and assisting media with navigating the event venue. Volunteers will be asked to rotate through tasks during each 6 hour shift. All functions are service oriented and require situational awareness, attention to detail, and knowing when an issue or request should be referred to a manager. We aspire to have a positive team environment and strive to provide superior customer service while having an enjoyable event weekend experience ourselves. Volunteers will be scheduled to work based on the operating hours of the Media Center. We ask for a minimum commitment of 3 days during the four days we cover, May 30th - June 2nd, 2024.



## USHERS

**(MINIMUM 18 HOURS OVER A 3 DAY COMMITMENT)**

Ushers are people-oriented and enjoy helping others. Usher volunteers are responsible for assisting patrons with finding their seats, locating concessions and activations, assisting with ticketing 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. Ushers should have a positive attitude, excellent communication skills, and good observation skills. Assignments are generally rotated so that every Usher will spend time at different posts throughout the day and weekend. Ushers are required to work at least one shift on 6 hour shift on each of the three event dates.



## CIRCUIT MARSHALS

**(MINIMUM 19.5 HOURS OVER A 3 DAY COMMITMENT)**

Circuit Marshals check for proper credentials to control access to restricted areas such as pit lane, the paddock, pedestrian Bridges, street level crossings, etc. They have varying specific responsibilities depending on the team/area in which they work. Depending on the assignment location, Circuit Marshals will work to direct public vehicle traffic inside the circuit, screen for parking passes, enforce credentials, and control pedestrian flow around roadways and parking lots.

The physical demands of the essential functions for a Circuit Marshal include standing and walking, sometimes for long hours. Working outdoors requires physical strength and stamina to endure the potential weather elements, including extreme heat, cold, rain or other conditions. There may also be frequent interruptions and loud noise levels, consistent with those of a professional motorsport event.

Circuit Marshals enjoy helping others, are not afraid of hard work, long hours and standing on their feet most of the day. They remain calm and levelheaded in stressful situations, differing weather conditions, provide security with a smile, are quick learners, and able to follow rules and guidance. Great communication skills, the willingness to get involved and the ability to thrive under pressure are essential to this assignment. Circuit Marshals work with a diverse group of volunteers and event staff, all to provide an excellent guest experience.

Assignments are made by shift, approximately 6-1/2 to 7 hours each, with an all day option that is approximately 12 hours. AM, PM, and All Day shifts are for all three days. Volunteers are required to work all three days of the event. Specific shift times are determined by the event schedule for May 31 – June 2, 2024.



## **FOOD SERVICES**

**(MINIMUM 21 HOURS OVER A 3 DAY COMMITMENT)**

This area is unique in that we serve our fellow volunteers. Food Service Volunteers help prepare, serve food, beverages, and moral support to our volunteers during event weekend. Duties include setting up and maintaining the DGPA food distribution area(s), collecting meal tickets, serving coffee donuts and bagels, preparing, cooking and serving lunches and distributing beverages. You may be asked to carry boxes to and from the food storage truck, ice bags, or beverage cases. If you choose to serve food, you will be standing for long periods of time on concrete. Helpful, friendly volunteers are required. We will have 3 shifts: a set-up shift (AM), setting up each morning and assist with serving bagels, donuts & coffee as well as lunches); a clean-up shift (PM), assisting with serving lunches, daily clean up and tear down), and an all-day shift (ALL DAY), assisting with setting up for lunch and serving, some clean up. This area requires a commitment to each day, all no more than 8 hours, May 31 - June 2nd, 2024.



## **SHUTTLE SERVICES**

**(MINIMUM 21 HOURS OVER A 3 DAY COMMITMENT)**

Shuttle Service volunteers will staff shuttle stops around the venue including along Jefferson, Woodward, and the Riverwalk. They will be transporting eventgoers, VIPs, Media, and those with accessibility needs via golf carts, and work closely with our shuttle provider. Team members will alternate golf cart driving duties with performing other tasks assigned by their team captain (i.e. volunteers do not have a dedicated golf cart for their full shift). Volunteers will also stand, greet guests, and potentially walk between shuttle stops throughout the weekend. Shifts will be approximately 6.5 to 7 hours long. Strong communication skills, attention to detail, and being observant are all required to succeed at this area. A golf cart training along with a valid driver's license will be required.



## EVENT CEREMONIES

**(MINIMUM 27 HOURS OVER A 3 DAY COMMITMENT)**

The Event Ceremonies team assists with producing Opening Ceremonies, Winner's Circle Ceremonies, Autograph Sessions and other fan activities. Typical duties include setting up and taking down signage, decorations, and fencing, escorting VIPs 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 event venue is a plus. This area requires a commitment to work all 3 days of event weekend May 31 - June 2, 2024. Due to the unique responsibilities of this years only one shift is available for approximately 9 hours each day. It is one of the smallest areas in terms of staffing and there are only a few openings.



## VOLUNTEER RESOURCE POOL

**(FIRST YEAR MEMBERS ONLY - 1, 2, OR 3 DAY COMMITMENT, TOTAL OF 2 SHIFTS REQUIRED)**

Individuals seeking a variety of experiences during the event weekend should be drawn to this assignment area. Members assigned to this area provide support during the event weekend, serving as supplemental staff for other volunteer areas on an as-needed basis. Assistance may be required in a wide range of areas such as Circuit Marshals, Food Services, Guest Navigators, Hospitality Services, Ticket Scanners, Ushers, or others. Volunteer Resource Pool members must commit to working a minimum of one (1) full day (equivalent to two shifts) or 1 one (1) shift of each of 2 days during event days, May 31st - June 2nd, 2024.

# PRE-EVENT VOLUNTEER OPPORTUNITIES

**(REQUIRES SOME WEEKDAY AVAILABILITY)**

## OFFICE SERVICES

**(MINIMUM 20 HOURS PRE-EVENT & 1 EVENT WEEKEND SHIFT)**

In the weeks leading up to the event, Office volunteers work in the Detroit Grand Prix's Renaissance Center Office, assisting staff with administrative duties and office tasks in the weeks leading up to the event. Typical pre-event duties include assisting with mailings, sorting and assembling information binders, and other tasks as needed. Pre-event parking is provided. Opportunities to work in the DGPA Office during event weekend are also part of your assignment. All volunteers assigned to this area are asked to work a minimum of 20 hours, including flexible shift times during pre-event weeks, plus a minimum of one full shift during event weekend. Shifts will be assigned based on schedules provided.





## **TICKET INFORMATION CALL CENTER**

**(MINIMUM 20 HOURS PRE-EVENT & 1 EVENT WEEKEND SHIFT)**

Ticket Information Call Center volunteers will work in the Detroit Grand Prix's Renaissance Center Ticket Office. The Call Center will operate from Monday, May 20th through the event weekend of May 31st – June 2nd, 2024. Volunteers will answer frequently asked questions regarding the 2024 event including ticket-related questions. Ticket and event information will be provided to the volunteers electronically. Volunteers will not be asked to handle money or process credit card transactions.

All volunteers assigned to the Call Center will be asked to fill out a form indicating their availability during the 2 weeks prior to the start of Detroit Grand Prix weekend. Each volunteer is asked to work a minimum of 20 hours. Shifts will be Monday through Friday between the hours of 8 am and 5 pm. and will include at least one (1) 5–6 hour shift during event weekend.

Volunteers considering this assignment area should have a friendly, welcoming demeanor and enjoy speaking on the phone as well as being comfortable using a computer and navigating the internet. Consistent with other department areas, this assignment is all about providing service to our patrons; however, this will be via phone call rather than in-person and within the comfort of a climate-controlled office environment.



## **TRANSPORTATION DELIVERY SERVICES**

**(MINIMUM 25 HOURS BETWEEN PRE-EVENT, EVENT WEEKEND, AND POST-EVENT SHIFTS)**

Volunteers handle requests from the Grand Prix Staff and DGPA members involving a wide variety of tasks that interface with almost every facet of the event. People and items are constantly being transported, starting up to five weeks before the event. Various vehicles are provided, but work in this area also requires strength, dexterity, and able-bodied arms and legs. Volunteers should be ready and willing to lift heavy objects, carry them for some distance, including stairs. Long-distance walking may be required. If you wish to work in this area, you must be able to lift and carry heavy boxes and objects of various sizes. You must have a valid driver's license: please indicate your license number on your application. Advance work 4-5 weeks before the event is handled from the Detroit Grand Prix office. During the event weekend, locations will be housed at Hart Plaza, DGPA HQ, and River East Parking Garage. People with daytime availability are particularly needed. Post-event (Monday - Thursday, June 3-6, 2024) availability is also needed. All volunteers assigned to this area will be asked to provide a schedule outlining their availability to work from 4-5 weeks before the event through 3-4 days after the event. Assignment to this area requires a commitment to work at least one full day before the event, at least one shift each day event weekend - Friday, Saturday, and Sunday, and/or a day or two after the event, completing a minimum of 25 hours.



## CREDENTIALS

**(MINIMUM 25 HOURS PRE-EVENT & 1 EVENT WEEKEND SHIFT REQUIRED)**

Volunteers will prepare, organize, process and issue credentials to all Media personnel, volunteers, staff, service, and support workers. This area also does some off-site credentialing, along with preparation, assembly, and distribution of packets for DGPA members. Volunteers assigned to this area require developed clerical and face-to-face customer service skills. Shifts are scheduled on weekdays and some evenings during the weeks leading up to the event. The two weeks leading up to Event Weekend are the busiest workdays, and volunteers assigned to this area will be required to work some of their hours during these weekday sessions. All volunteers assigned to this area will be asked to provide a schedule outlining their hours of "availability" to work weekdays and Event Weekend. Shifts are flexible, so volunteers can work long, all-day schedules or split-up their required work commitment into shorter shifts over multiple days. Until Friday of event weekend almost all our work is done in the off-site credential office. Beginning Friday of the event weekend and running through Sunday, we operate multiple pit pass redemption booths. Volunteers will be needed to staff shifts at these locations.



## ON TRACK SERVICES (OTS)

**(PRE-EVENT SHIFTS ENCOURAGED & 12 HOUR EVENT WEEKEND SHIFTS ALL 3 DAYS)**

On Track Services volunteers work closely with the event's Operations staff to assist with operational support and facilities preparation prior to, during, and after event weekend. Pre-event tasks include tire barrier assembly, traffic control, and other general problem-solving. Volunteer activities start a few weeks before the event with work sessions some weekday evenings and Saturdays. Final preparation work sessions will occur during the day and/or evenings the week prior to the event. Event weekend responsibilities are varied and include Car Corral operations, facility support, track maintenance/repair, call center, meal preparation, and more. Volunteers have the opportunity to assist in multiple areas. Volunteers normally work beyond the standard three-day commitment, attendance at pre-event work sessions is strongly encouraged. More information can be found at [OTSOSSDGP.com](http://OTSOSSDGP.com).

