

### Volunteer Position Summary

Volunteers in this role will be responsible for welcoming guests to the Homecoming football game, circulating in the stands and acting as the first point of contact for Alumni Relations-related questions or issues that may arise. The Homecoming Football Game is an ideal time for alumni, students, and Kingston community members to interact in a relaxed and fun environment; Alumni Relations Ambassadors will help to ensure a seamless and enjoyable experience for alumni and their guests.

### Major Duties & Responsibilities

- ✚ **Circulate in the stands, and act as the first point of contact for any Alumni Relations-related trouble-shooting or questions that may arise.** Eg: Why is there no assigned seating for classes this year? Why was the halftime parade cancelled? Why did the price of Homecoming tickets double? (*Volunteers will be provided with stadium FAQs and suggested messaging at orientation.*)
- ✚ Welcome alumni and guests arriving at the stadium to ensure their experience begins on a positive note.
- ✚ Answer questions about event logistics, layout, or accessibility concerns to ensure a positive and comfortable experience. (*Volunteers will be provided with accessibility-related FAQs at orientation.*)

### Skills Required

- ✚ **Strong knowledge of Alumni Relations and Homecoming programming**
- ✚ Leader
- ✚ Adaptability
- ✚ Strong interpersonal skills
- ✚ Outgoing, friendly personality
- ✚ Ability to focus and to answer questions in a fast-paced environment
- ✚ Enthusiastic attitude
- ✚ Respectful, patient demeanor

### Skills Acquired

- ✚ Leadership experience
- ✚ Relationship management experience

### Expectations

- ✚ Volunteers are asked to pick up their red volunteer vest at the central Volunteer Lounge (Kingston Hall Red Room) anytime in the morning before their shift. Volunteers are welcome to use the alumni bus service out to the stadium. (*The bus schedule will be available at the Welcome Home! Alumni Meet & Greet.*)
- ✚ Upon arrival at Richardson Stadium, volunteers are asked to enter through the alumni gates to check-in with their designated staff partner. **Volunteer identification (red vest/volunteer name badge) is required for entry to the stadium.**
- ✚ Volunteers are encouraged to bring a water bottle, sunscreen, hat and/ or rain gear as needed.
- ✚ **NOTE:** Sometimes, external factors (e.g. weather, number of attendees, event logistics, etc.) may necessitate changes to an event or to a volunteer's on-site duties. Please be prepared to expect the unexpected and to be flexible if necessary!



## STAFF VOLUNTEER POSITION DESCRIPTION

Homecoming Football Game Alumni Relations Ambassador

### Time Commitment

Shifts are approximately **3 hours** in length, depending on game play. (*A reminder with your actual shift time(s) is included in your registration confirmation email*). Additionally, all volunteers are **required** to attend a **one-hour orientation session** prior to Homecoming weekend, and are encouraged to visit the new stadium if they are able before their shift (Queen's Athletics will be hosting a Stadium Open-House on Sept 11<sup>th</sup>).

### Staff Partnership

Carey Morrison – Alumni Officer, Reunions  
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Maryanne Wainman – Homecoming Volunteer Coordinator  
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### Benefits

- ✚ Complimentary football game admission
- ✚ Complimentary meal at the game
- ✚ Opportunity to be a part of a Queen's tradition
- ✚ Volunteer travel thermos