



Volunteers

Job Descriptions



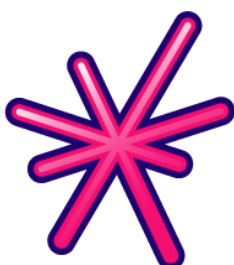
GLOBAL PARTNERS





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Welcome

Dear volunteers,

FIBA EuroBasket 2022, the top sporting event featuring the best players in Europe, is getting closer. We are delighted that you want to be part of this undoubtedly memorable European championship with a preliminary round in Cologne and finals in Berlin. You have the chance to make the FIBA EuroBasket 2022 an unforgettable event for athletes, fans and officials. For with your support and passion for the sport, we want to show the whole world that basketball is at home in Germany.

Would you like to get to know Slovenia's basketball superstar Luka Dončić and escort him at close quarters? Or help DBB top scorer Dennis Schröder? Perhaps even wear the costume of the "Bounce" mascot or look after it? Drive high-profile guests around in a luxury car? Or also support the media representatives from across Europe in their work? All of that and much more is possible if you apply as a volunteer for the FIBA EuroBasket 2022.

We can guarantee that you will gain unrivalled insight as a volunteer, have amazing experiences and get to know countless interesting people. These memories will remain with you for the rest of your life.

So, what do you have to do? Volunteers can apply for either or both sites. We are looking for around 300 volunteer helpers for Cologne and another 350 for Berlin. To take part in the programme, you must be at least 18 years old, but experience in sporting events is not an absolute requirement. Your passion for being part of a larger team and event is sufficient reason to apply.

A wide range of exciting experiences await you in ten operational areas. From looking after participating teams and supporting the sequence of events in the sports halls to providing driver services related to EuroBasket, nothing would work without our volunteers. When you apply, you can choose in what field you would like to get involved. And all volunteers will, of course, receive event kit and will be provided with meals on site.

If you've got nothing else planned for September next year and want to be part of one of Europe's biggest sporting events, then take a look at the different jobs on the next pages.

We look forward to working with you!





Accreditation Operations

As the name suggests, our “Accreditation Operations” revolve around creating and allocating accreditations. Every EuroBasket participant receives an accreditation so they can identify themselves in the arena and gain access to the different backstage areas. The database is managed by FIBA and Local Organizing Committee (LOC) ahead of the EuroBasket. The accreditations are printed on site and handed out to each individual. New accreditations are also created, and existing accreditations amended locally. The accreditation process is performed by professionals provided by FIBA and LOC, who in turn are supported by the volunteers.

Suitable for

Volunteers need to be friendly and require patience and good communication skills when data are gathered, photos taken, and accreditations printed for international guests. In general, you should enjoy working with databases, for which we will provide you with advance training..

Start and finish

This team will be very busy on the first day in particular. Thus, the accreditation work already gets under way approx. two days before the EuroBasket starts in Cologne/Berlin but ends after the last day of play. As there may be little to do here once the group/final stage begins, we would like to re-deploy you to other areas. We will provide you with an exact timetable and information about the induction in good time.





Entertainment Operations

“Entertainment Operations” covers the fringe programme during the games and in the “Fan Zone” as well as mascot supervision.

During the game intervals, the volunteers support the presenters and artists with their appearances. In addition, they stage little interval games together with the presenters, during which they, for example, ensure the speedy set-up and dismantling of games equipment and the provision of prizes.

The “Fan Zone” offers EuroBasket guests and spectators the opportunity to show off their own ball skills. This is also where the stands of numerous sponsors are located. The volunteer team keeps track of things in the “Fan Zone” and ensures that the materials supplied stay in their proper place. For many visitors, the “Fan Zone” is their first direct encounter with EuroBasket, so the volunteers here also serve as points of contact for any questions relating to the event. A good atmosphere and little games serve to inspire guests to join in.

“Bounce”, the EuroBasket mascot, is also part of the “Entertainment Operations”. Volunteers don’t have to wear the costume themselves, but support the entertainers concealed inside, as the costume limits their field of vision and mobility. The volunteers pass the mascot small gifts to hand out, help with any obstacles and assist with navigating through crowds. For the teamwork between mascot and volunteer, it is helpful if the pair have already established a working relationship. This is why we are looking for volunteers who will take on this task at the respective venue throughout the entire event.

Suitable for

If you like interacting with people, are outgoing and enjoy being in the centre of the action, then “Entertainment Operations” is the right team for you.

Start and finish

The volunteers in this team are busy throughout the entire group stage and final round.



Game Operations

First things first: the “Game Operations” team are on duty courtside and on the court itself, and also sometimes help out with the setup and dismantling activities at the start and shortly after the finish of each EuroBasket phase. In the immediate vicinity of the court, the volunteers are responsible for supplying the balls and water, and for wiping down the area. In the background, they take on logistical tasks relating to training and the games. This includes the storage and provision of basketballs, towels, water and ice before and after the games and training sessions. In addition, the “Game Operations” team prepares the equipment for the national teams and ensures that everything is in its proper place before and after the games and training sessions. This also includes sorting out the courtside team areas. The volunteers in this team need to maintain an overview of the use and availability of materials. In other words, they need to monitor whether there is enough equipment available and whether it is in fully serviceable condition.

The volunteers are not directly involved with the refereeing or scouting, but support those that are and ensure that the people working in those roles can fully concentrate on their work. The volunteers provide this same support to the referees on duty.

Furthermore, the “Game Operations” volunteers are involved in setting up certain areas in the arena, training hall or at the hotels ahead of the event. They are also required to help with dismantling. The team will also be assigned stand-ins, who can help out spontaneously and flexibly. They provide support in the event of staff absences, and furthermore supply the volunteers with food and drink when working away from the arena.

Suitable for

If you want to get really close to the basketball action, the “Game Operations” team is just right for you. We are looking for volunteers who will pay close attention during the games and react quickly to the wishes and demands of the judges, the scouts and the referees themselves. This role is also suited to volunteers who love order, like to lend a hand and aren’t afraid to use a cordless drill when required. Potential volunteers should likewise be able to handle the equipment responsibly and have an instinct for quality control and for when to restock equipment. If you enjoy helping to create the ideal conditions for a smooth-running tournament, then this is the right team for you.





Start and finish

The scope of the “Game Operations” is very comprehensive and begins with logistical tasks ahead of the official start of play in Cologne and Berlin. It also involves activities that need to be performed courtside. Your work may continue until a maximum of one day after the final games in Cologne and Berlin.



Guest Management

Volunteers in “Guest Management” are deployed at the hotels (teams, officials, guests), the arena and the airport. At the hotels, they man the “Help Desks” and there provide people with the latest information about the EuroBasket. The volunteers also assist the participants with all organisation-related issues, such as booking meeting rooms, using the hotel's laundry service and coordinating the bus/shuttle service. Outside the arena, they serve as an important link between the guests/participants and the DBB.

The “Guest Management” team also ensure that everyone involved finds their way around at the airport and in/outside the arena. Thus, the volunteers at the airport are the first contact the EuroBasket guests will have with the event. In addition to welcoming the participants, the volunteers ensure that they take the right shuttles/buses to their hotel and help out if there are any issues with the luggage, for example.

In the arena, the “Guest Management” team assist in looking after the VIPs, e.g. helping out with ticket allocation, communicating with guests, athletes and the media, and serving as a general point of contact for questions and issues that arise in the arena.

With sustainability in mind, the arena volunteers are furthermore on hand to inform spectators about how they can contribute to making the event more sustainable (e.g. by separating their waste).





Before and in between the games, some of the “Guest Management” team also conduct market research. The spectator survey is conducted in German or English.

So-called “Mobility Makers” are present at the airport and in the arena, and ensure that guests, players and officials know the fastest route from A to B.

Suitable for

If you want to work as a volunteer in “Guest Management”, you will definitely need to have a good to excellent knowledge of English. Given the large number of international guests, you will certainly be having some conversations in English. If you speak another language in addition to German and English, all the better. This especially applies to the volunteers working at the airport.

In order to assist the guests as effectively as possible on site, it would be helpful (but not essential) if you know your way around Cologne/Berlin. With your friendly manner and willingness to help out, you will do your bit to ensure that the EuroBasket guests feel comfortable at each location.

To prepare you for dealing with the different guest groups and give you an opportunity to familiarise yourself with the locations, you will also receive a preliminary induction.

Start and finish

The “Guest Management” team at the hotels and the arena will be active throughout the group and final stage.

Some volunteers will need to be on hand a little earlier for when the guests arrive, e.g. at the airport, though this will be for arrivals only. The work of the airport volunteers will then be over, and you will be deployed to other areas.

Due to late arrivals, we need volunteers to be in place at the airport in Berlin throughout the entire period.





Media Operations

The volunteers in the “Media Operations” team are deployed directly in the arena. They support the media operations office and provide the journalists working there with information (including statistics, training times, etc.) and drinks.

In addition, they serve as a point of contact for the media representatives in the press box, bring players and media representatives together in the “Mixed Zone” after the games and accompany coaches and players to the press conferences.

The “Media Operations” volunteer team is managed by a media manager, who is employed especially for this purpose.

Suitable for

Here we are looking for volunteers with foreign-language skills. Ideally, you will know another foreign language in addition to English and enjoy communications in general. You should also have an interest in keeping your finger on the pulse and passing on the latest statistics, training times, etc. to the journalists, for example.

Start and finish

The shifts will always start a little ahead of each game. Due to the game reporting, the final shift of the work day will also continue a little after the game has finished. Some of the team will also be on duty on rest days..





Medical Operations

Volunteers interested in becoming part of the “Medical Operations” team don’t need any previous medical experience. Of course, a particular interest in this field or any relevant knowledge gained from your profession or training is helpful.

A part of the “Medical Operations” team provides support during the anti-doping tests as “anti-doping chaperones”. They collect the athletes and guide them to the testing facilities. The tests themselves are conducted by experts from the Anti-Doping Agency. This is generally done after the games. Currently, however, additional tests are also carried out, so volunteers need to be on “stand-by” at certain times.

Suitable for

If you are interested in helping out with the anti-doping work and/or coordinating the first-aid service, you should definitely apply as a volunteer for the “Medical Operations” team. Empathy and a willingness to help out are also good qualities for this role.

Start and finish

The “Medical Operations” team will certainly be on duty on EuroBasket game days, and – after prior notification – will also be on standby on rest days. In the run-up to the EuroBasket, there will probably also be a brief online induction for the “anti-doping chaperones”.





Side Event Operations

We define “Side Events” as the complete supporting programme for all the fringe events surrounding EuroBasket. The aim is to sustainably develop the sport of basketball in the region. The programme includes things such as the coach and referee clinic, the mini festival and advanced training for teachers. We are also developing additional programmes that will be carried out locally. The volunteers support our workshop leaders on site and are given an induction on the topic and schedule in good time.

Suitable for

This job is particularly suitable for volunteers who are themselves actively involved in basketball, e.g. as a coach, referee or, of course, as a player. By participating on site, you will have the opportunity to listen in on lectures/workshops and thus learn new things about basketball. Your level of personal attendance can vary depending on the supporting programme and assignments.

Start and finish

The supporting programme generally only gets under way with the start of the EuroBasket and – depending on what’s on offer – will often last for two to four days. Once the respective programme has finished, we would therefore like to re-deploy you to other areas.





National Team Operations

The team attachés are members of the “National Team Operations”. Every participating national team will probably be allocated two team attachés, who serve as the point of contact between the DBB and the respective national team. Their tasks involve being available 24/7 to help the teams from the moment they arrive to the time they depart; providing information on mealtimes, training times and transfer times; helping to organise transfers; and ensuring that the respective team has everything it needs. The DBB will endeavour to secure a hotel room for the team attachés. They will also be provided with a special handbook and a mobile phone.

Suitable for

Being able to fluently speak and understand the native language of the team is crucial to this role. If you are already fluent in – and perhaps even a native speaker of – the language of the respective teams, then you have already cleared the first hurdle and have a good chance of getting this position. If we don't receive enough applications for some teams, then it will come down to a strong grasp of English. If you are also outgoing and discreet, we look forward to receiving your application.

Start and finish

Your job begins as soon as the team arrives and will usually end once the team has boarded the flight to Berlin. In Berlin, your work will start when the team lands and end when it is eliminated. If applicants are considering accompanying their team to the final round, then please also apply for Berlin. The DBB will then assess the feasibility. One important detail to be aware of: most teams arrive 48 hours before the tournament begins, and sometimes even earlier depending on the preliminary tournaments.





Transport Operations

We define “Transport Operations” as shuttle and driver services. These services are split between the driver team and the driver-service management team. As a driver, you have direct contact with our guests, be they referees, athletes, coaches, VIPs or officials. You will make our guests feel that we are taking excellent care of them and transport them safely from A to B. When on duty, every driver is provided with a EuroBasket mobile phone so that the driver-service management team and our guests can contact them. There are scheduled shuttles at set times, but also ad-hoc journeys that have to be provided. The vehicles you will drive are all standard passenger vehicles (limousines, estates, minivans) that can be driven with a B-class driver’s licence. This role naturally involves standby and waiting times.

The driver-service management team supports the LOC’s transportation manager in their role. Whether it’s vehicle handovers or handling calls requesting or changing transfers, everyone in the Transportation Office always has to have the same, up-to-date information. For example, the national teams might need transport at short notice, or scheduled rides may get cancelled at the last minute. This in turn needs to be communicated to the EuroBasket bus company. But not to worry: in the event of any confusion or difficulties, the transportation manager running the office with you will make the final decision.

Suitable for

The role of driver is naturally suited to volunteers who enjoy driving cars safely and with good road awareness. Local knowledge is beneficial but not essential. The drivers must be discreet in their interactions with our guests, but also not be afraid to make small talk. Adherence to the applicable regulations when driving EuroBasket vehicles is as much a natural and obvious part of the role as reliability, politeness and friendliness. In some cases, patience and calm will also be important qualities.

When working as part of the driver-service management team, you will need to have good organisation and communication skills. Things can get stressful during busy periods, and you will need to keep a cool head. However, if this doesn’t put you off and you enjoy making telephone calls and scheduling transport timetables, this is just the right role for you.





Start and finish

The “Transport Operations” jobs already begin approx. two days before the start of the tournament and end the day after the group/final round.



Volunteer Operations

As the name suggests, “Volunteer Operations” is all about the volunteers. You are responsible for the volunteer spaces (e.g., the Volunteer Area and the staff catering), but also support the volunteer manager with various tasks, such as handing out materials and food vouchers, maintaining and distributing the current duty rosters and communicating any changes and additional jobs. You ensure that all the volunteers are happy and provide them with assistance whenever they need it.

Suitable for

The role is suitable for outgoing volunteers who enjoy approaching other people and solving problems – always in consultation with the volunteer manager, of course.

Beginn & Ende

The role gets under way a few days before the official start of the group and final phase with the handing-out of volunteer uniforms, and in some instances may continue for one day after the group/final round.





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