

Volunteer Position Descriptions



We extend our sincere gratitude for giving up your time, energy, and enthusiasm to support the World Squash Masters Championships. Your commitment, hard work, and positivity play a vital role in ensuring the event runs smoothly and successfully. This event is not possible without you, and we are grateful for your contribution!

OPERATIONAL ROLES

Venue Assistants

The Venue Assistants play a key support role in ensuring the venue is prepared and operating smoothly during tournament play. This position assists with setting up and maintaining courts and facilities, guiding players and visitors, and answering general questions throughout the event. The Venue Assistants may be required to support medical staff when needed and work closely with the tournament team to help deliver a safe, organised, and positive event experience for all participants and spectators.

Customer Service	Technical Knowledge	Event Operations Background	Physicality of Role	Sales Experience
			Medium	

Court Assistant

The role of the Court Assistant is to ensure the courts are cleaned before and after each game and between matches (if necessary), this includes both floor and wall cleaning. You will also be required to be on standby during matches in case of slips/falls. If necessary you will be on hand to assist in the event of rain or wet weather (if applicable.)

Customer Service	Technical Knowledge	Event Operations Background	Physicality of Role	Sales Experience
			Medium	

EVENT ROLES

Accreditation Assistants

The Accreditation Assistant will help ensure all event attendees are accredited accordingly. The role involves checking identities, handing out accreditation passes and problem solving any accreditation issues by communicating with the relevant event staff. You may need to assist event staff with production and distribution of passes and the keeping of accreditation database. Accreditation Assistants will need and act as an information resource for the event.

Customer Service	Technical Knowledge	Event Operations Background	Physicality of Role	Sales Experience
			Light	

Merchandise Coordinator

The Merchandise Coordinators will assist with merchandise sales at the event including set up and operation of the onsite shop and merchandise stands. Experience with processing sales including EFTPOS transactions is beneficial along with end of day/shift cash and stock reconciliation.

Customer Service	Technical Knowledge	Event Operations Background	Physicality of Role	Sales Experience
			Light	

SQUASH STARS ACTIVATION

Squash Stars Activation Assistants

Squash Stars is where squash begins and stars are made! As a Squash Stars Activation Assistant, you will play a vital role in starting that journey. At the 2026 World Squash Masters Championships, Squash Stars Activation Assistants will deliver fun, inclusive, and engaging Squash Stars activities at the Community Activation Space.

You will creating a positive and supportive environment, running enjoyable experiences, and encouraging participants to stay involved by connecting them with local squash clubs. This role also includes setting up and packing down activity areas, and ensuring all activities are delivered safely and responsibly.

Customer Service	Technical Knowledge	Event Operations Background	Physicality of Role	Sales Experience
			Medium	