

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

Court Assistant

The role of the Court Assistant is to ensure the courts are cleaned before and after each game and between matches, this includes both floor and wall cleaning. You will also be required to be on standby during matches incase 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	

Player Assistant (TBC)

The role of the Player Assistant is to ensure players have water and towels for matches and be available for any other requirements (within reason). You will be responsible for escorting players from the players lounge to the show court and ensuring lounge is tidy both before and after it is in use.

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

Venue Assistants

Venue Assistants will need to ensure the venue is set up with signage, bollards and any equipment required for ticketing and merchandise. You may need to assist medical staff where required (ice, transport etc).

Venue Assistants will provide support to tournament office and assist with presentation ceremonies as needed.

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

EVENT ROLES

Ticketing Assistants (TBC)

Ticketing Assistants will welcome all attending the event and provide event information and support. Your role will include scanning tickets, checking accreditations and VIP passes. During sessions you will be required to man the entry and exit points as well as limiting walk through access, while matches are in play (especially when this interferes with TV cameras.)

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

Ushers (TBC)

Once tickets have been scanned the role of the usher is to escort attendees to their seats and to act as an information resource for the event should they have any queries. During the sessions you will be required to ensure that attendees are not moving during play and assist with any disruptions if necessary.

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

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 Leader, you will play a vital role in starting that journey. At the 2026 Squash Australian Open, Squash Stars Activation Leaders 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	