



# FUNCTIONAL AREA DESCRIPTIONS

*A Functional Area (FA) refers to a specific department or team responsible for a distinct set of tasks important to FIFA's operations and the successful execution of its events. All volunteer roles fall within a specific Functional Area. The FIFA World Cup 26™ volunteer Functional Areas are listed below.*

Functional Area	Location	Description of Functional Area's activities	Expected period of participation
Access Management	Stadium	Access management volunteers enhance the client group experience by providing professional and friendly assistance to our client groups in support of access management activities related to the tournament.	Competition period
Accommodation	Hotels	Accommodation volunteers will provide support at designated FIFA specific hotels, greeting guests upon arrival and departure as well as supporting wayfinding efforts as related to event activity. Volunteers may also assist with fulfilment activities.	Pre-competition and competition period
Accreditation	Volunteer Center	Accreditation volunteers are there to make sure all non-ticketed stakeholders, like staff, players, the media and volunteers receive their accreditation pass in order to take part in the tournament by verifying their information and distributing accreditation passes.	Pre-competition and competition period
Anti-Doping	Stadium	As part of the Anti-Doping team, you'll play a key supporting role by notifying selected athletes for testing and accompanying them to the doping control room. Volunteers help maintain the integrity of the sport.	Competition period
Arrivals & Departures	Airports	Support Meet & Greet Services receiving VIP/Team Services from the arrival hall to the vehicles; answer any questions from clients and/or the public that come to the welcome desk, direct clients to the load zones.	Pre-competition and competition period
Brand Protection	Stadium	Be the "eyes and ears" for Brand Protection on the ground on match days, to observe and report ambush marketing attempts and sale of unauthorized/counterfeit products in the controlled area around the stadiums to our Brand Protection team.	Competition period
Broadcast Services	Stadium	Broadcast Services volunteers play a behind-the-scenes role in supporting broadcasters and Media Rights Licensees, helping them navigate the broadcast compound and stadium to ensure smooth event coverage around the world.	Competition period
Ceremonies	Stadium	Ceremonies volunteers may serve in a position to enhance cast and other client group experiences by providing professional and friendly assistance to these groups in support of ceremonies activities related to the tournament. Ceremonies volunteers may also be assigned to support our pre-ceremony activities by holding, carrying, unveiling and displaying the large country banners and central displays prior to a match.	Pre-competition and competition period

Functional Area	Location	Description of Functional Area's activities	Expected period of participation
Competition Management	Stadium	Match Operations volunteers support our match day activities including welcoming and providing friendly assistance to our teams and officials.	Competition period
Event Transport	Stadium, hotels and airports	As an Event Transport volunteer, you'll help create a positive first impression by welcoming guests and offering friendly guidance at airports, hotels, and stadiums, supporting their journey throughout the tournament	Competition period
Fan Operations	Stadium	Be the friendly face that welcomes fans and leaves them with lasting memories! As part of the Fan Operations team, you'll help create an exciting and inclusive atmosphere by guiding and supporting fans on their journey at tournament locations, ensuring their match day experience begins and ends with a smile.	Competition period
Guest Operations	Stadium	Guest Operations volunteers look after guests, welcoming them at the airport and guiding them to the different areas to make sure they have an unforgettable experience.	Competition period
Hospitality	Stadium	Hospitality volunteers enhance guest experience through the various points of their journey, welcoming and providing friendly assistance in the hospitality areas.	Competition period
Host City Ambassador	Stadium, hotels, FIFA Fan Festival and airports	Host City Ambassadors will serve as a vital connection between the Host City and fans from around the world, acting as the first and last point of contact during their visit. These volunteers will help create a memorable tournament experience by offering a warm welcome, providing assistance, and ensuring fans feel supported every step of the way.	Competition period
Language Services	Stadium	Volunteers provide liaison and access support for the provision of interpretation for press conferences and podium sessions, as well as coordination meetings and stadium familiarization sessions.	Competition period
Partner Rights Delivery	Stadium	Partner Rights Delivery volunteers provide support to sponsors as they prepare their activations and also support the youth program activities.	Competition period
Partnership Management	Stadium	Partnership Management volunteers play a key role in creating a friendly and welcoming atmosphere by greeting guests and guiding them to the right places, helping ensure a smooth and enjoyable event experience.	Competition period

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Media Operations	Stadium	Media Operations volunteers will provide support to journalists in connecting the competition with the world and get to feel a part of bringing the game into living rooms and lives across the globe.	Competition period
Sustainability & Human Rights	Stadium	Sustainability & Human Rights volunteers help create an environment that is welcoming and safe for everyone by encouraging people to recycle and promote respectful behavior.	Competition period
Team Services	Training sites and hotels	Team Services volunteers enhance the team and tournament officials experience throughout their tournament journey, whether at training camps, hotels, or on match day, these volunteers serve as friendly and supportive faces in assisting the teams, referees, and other officials.	Pre-competition and competition period
Ticketing	Stadium and hotels	Ticketing Services volunteers support the ticketing staff by welcoming attendees and assisting with fans' questions to help create an overall unforgettable experience.	Competition period
Volunteer Management	Stadium	Volunteer Management volunteers are the welcoming face and the first people the volunteers see when they arrive at their venue, helping make sure that all volunteers have an unforgettable experience at a FIFA tournament.	Competition period
Uniforms	Volunteer Center	Help to distribute uniform kits to various client groups.	Pre-competition and competition period