

OPERATIONS & PRINTING ROOM SUPERVISOR

The role of the Operations & Printing Room volunteer team is to provide event operations support by answering general questions and being the primary location for distribution. The goal of this team is to be able to answer the various questions from the athletes, team members and participants. The Operations & Printing Room Supervisor is ideally an official or data specialist with a strong working knowledge of the area and tasks involved.

As the Operations & Printing Room Supervisor, it is best if you do not assign yourself a specific role in the volunteer schedule, as your role will be to oversee, delegate and assist in this area where required. You should plan to be available and onsite starting with the first day of set-up (date to be confirmed with Skate Canada contact).

The Operations & Printing Room Supervisor must select another individual to be designated and act as an assistant to relieve you from your post to ensure reasonable hours throughout the event.

Principle Duties

- ◆ Set-up and tear-down of Operations & Printing Room.
- ◆ Schedule volunteers for the Operations & Printing Room at both the main rink and the practice rink.
- ◆ Liaise with Technical Representative & ISU regarding communications (as applicable).
- ◆ Print documents (starting orders, results) and distribute.
- ◆ Ensure communication number is included on all official ISU documents.
- ◆ Keep originals of all issued documents, set up “originals” file folder in the printing room.
- ◆ Source and schedule a local seamstress and skate sharpening services. These roles are ideally on an on-call basis, and provided complimentary to accredited participants.
- ◆ Distribute and post all results and communications as required.
- ◆ Oversee inventory control system – radio sign-in/out list, cell phones, distribution of supplies as needed.
- ◆ Keep inventory of paper used (colour, quantity and purpose, number of copies made) and provide a report to Skate Canada staff contact following the event.
- ◆ Prepare clipboards for ice captains, dressing room attendants and ice operations supervisor as required with information in the order of events to be completed each day.
- ◆ Arrange and organize the pick-up of skaters’ music following the events.
- ◆ Provide final electronic copies of all documents to Skate Canada staff contact at end of the event (by email).
- ◆ Train Operations in efficient and tidy method of posting information to results boards
- ◆ Ensure all volunteers are trained and able to use the equipment properly including photocopiers, radios etc.
- ◆ Must attend LOC conference calls and trainings, and volunteer training sessions.

Additional Printing Information

- ◆ A printing distribution list will be provided by the Skate Canada staff liaison or the ISU Event Coordinator
- ◆ All communications are to be printed on white paper (8 ½ X 11)
- ◆ All information for ladies events are to be printed on pink paper (8 ½ X 11)
- ◆ All information for men’s events are to be printed on blue paper (8 ½ X 11)
- ◆ All information for dance events are to be printed on yellow paper (8 ½ X 11)
- ◆ All information for pair events are to be printed on green paper (8 ½ X 11)
- ◆ All paper, photocopiers, toner, servicing, etc. will be organized by Skate Canada

Volunteer Requirements

Set-up

Two people to be present on the set-up days to organize and set-up the Operations & Printing Room and to print various documents for the event (will continue the second day of set-up).

Practice/Competition Duties

Two people to be present one hour prior to the first practice/competition, to one hour following the last practice/competition, or until all duties are completed each day. Three volunteers are recommended for all competition times.

An Operations and Printing room will also be set up at the practice rink. Volunteers will be needed to staff this room as well, following the above guidelines.

Operations Main Duties: answering questions, accommodating various requests, radio sign-in/out, inventory control (signing articles/supplies in and out) and distribution and postings as per the distribution list provided by Skate Canada staff contact.

Printing Main Duties: Make copies as per the distribution list, assist Operations Room with distribution and posting of information, and other duties as required.

Seamstress

One seamstress and sewing machine to be available on-site one hour prior to the first competition until the end of the last competition each day.

One seamstress should also be available on-call during all practice times, within a 20-minute proximity. During practice times, the seamstress can be on-site and performing other duties. It would be preferred that one of the operations room volunteers act as the seamstress.

Skate Sharpener

One skate sharpener should be available on-call during all practice times, within a 20-minute proximity.

Supporting Documents

The following documents will be provided in the planning process to assist with volunteer scheduling and duties:

- ◆ Office Supply inventory list
- ◆ Printing Distribution List
- ◆ Daily Schedule/Spectator Start Order list
- ◆ Radio distribution lists
- ◆ Cell phone distribution lists
- ◆ Communication template
- ◆ Onsite Initial Printing list and all associated documents

Daily Checklist

- ☐ Ensure all communications and results have been posted and distributed (in order of priority beginning with media centre and TV) as per the posted distribution list
- ☐ Ensure radio and inventory sign-in/sign-out is being performed – do a daily check to ensure all radios have been returned at end of day and are charged
- ☐ Ensure stop watches are available for timers and referees (if requested)
- ☐ Ensure that all communications that are made include sequential communication numbers
- ☐ Ensure that all copies are produced on the appropriate colour
- ☐ Ensure that all originals are kept as back-up
- ☐ Ensure that all copies are distributed and posted.
- ☐ Printing Spectator Start Order list (as applicable for event) prior to departure in the evening

- Ensure that all clipboards are prepared the evening prior with all the required information for the next day's practices and competition for the ice captains, dressing room attendants, and others as applicable.
- Monitor paper usage to avoid shortages of the different types of paper. Also, keep in mind that Media and Data Specialist, also may draw from your supply

Skate Canada Staff Contact

Skate Canada staff contact information will be provided to you in the planning process.