

REGISTRATION SUPERVISOR

The registration volunteer team's role is to ensure that registration (including accreditation, documentation, tickets, etc.) is provided to all participants throughout the event.

As Registration 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. In addition to being on-site for most of the duration of the event; you should plan to be onsite starting with the first day of set-up (date to be confirmed with Skate Canada contact).

The Registration 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

- ◆ Recruit, schedule and supervise volunteer involvement for participant registration, music registration, and accreditation distribution.
- ◆ Schedule and supervise volunteers during set-up and tear-down of registration (stuffing registration packages, laminate signage, etc.).
- ◆ Oversee collection of money from delegates for various expenses (i.e. accommodations, extra practice, meal tickets, etc.), distribution of per diems for working officials and other financials as applicable.
- ◆ Oversee Music Technician needs for the event (if applicable).
- ◆ Coordinate with Transportation Supervisor to ensure registration desk is moved from the hotel to the venue (as required).
- ◆ Collaborate with the Hotel Services Supervisor when registration is located at the official hotel (same working room as Event Office).
- ◆ Must attend LOC conference calls and trainings, and volunteer training sessions.

Registration Volunteer Requirements

- ◆ The Skate Canada staff contact will provide a preliminary volunteer schedule template to assist with scheduling volunteers.
- ◆ It is the responsibility of the Registration Supervisor to schedule the appropriate number of volunteers from start to finish; and reduce the number of volunteers according to the needs of the event on a day-to-day basis.
- ◆ The registration team will consist of 2-3 people for set-up and 2-3 people per shift until registration is completed.
 - ◆ Deliver and post information as needed. Ensure information boards and mail boxes at the venue, located at the skating family entrance, are updated on a regular basis.
 - ◆ Responsible for front line customer service (answering questions), contacting the appropriate person when event deliveries arrive, etc. throughout the event.
 - ◆ Collaborate with the Hotel Services Supervisor when registration is located at the official hotel (same working room as Event Office).

Skate Canada Staff Contact:

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