



VOLUNTEER RECRUITMENT DIRECTOR

Principle Duties

- ◆ Assist with selection of the Local Organizing Committee (LOC) members if required.
- ◆ Assist the LOC Chair in leading the LOC and volunteers. Responsible for general leadership of LOC with respect to volunteers and managing volunteer communication.
- ◆ Select volunteers from applicant pool (reports will be issued regularly by Skate Canada staff contact.)
- ◆ Assist Skate Canada staff with contacting and advising selected volunteers and updating volunteers if necessary.
- ◆ Liaise with LOC regarding completion of volunteer schedules, catering numbers, and sharing volunteers.
- ◆ Lead communication with LOC and volunteers, including meetings, training, reminders, and newsletters.
- ◆ Manage the Volunteer Desk and schedule volunteers to man the Volunteer Desk onsite. Pre-event distribution of volunteer accreditation, uniforms and meal tickets.
- ◆ Schedule meal (30-60 mins) and one to two other breaks for volunteers. Rotation of roles where applicable.
- ◆ Schedule Anti-Doping Chaperones as required (see Anti-Doping Chaperone job description for more detail).
- ◆ Assist with Volunteer Orientation session (act as speaker during formal business portion of orientation.)
- ◆ Work with Skate Canada staff contact in the planning and delivery of Volunteer Recognition program.
- ◆ You should plan to be available and onsite starting with the first day of set-up (date to be confirmed.)
- ◆ Must attend LOC conference calls and trainings, and volunteer training sessions.

Additional Information

Should any volunteers be missing, and an immediate replacement is required and cannot be found by other means, the Volunteer Recruitment Director will be contacted to find a replacement.

Volunteer Desk (all days, including set-up days)

Schedule at least one person at the volunteer desks at both the main rink and the practice rink an hour prior to first practice each day, until the last practice/competition is complete.

Duties: Ensure each volunteer completes the sign in/out form, completes a ballot each day they volunteer, answer questions, keep lists of volunteer "gaps", field calls for volunteer for who are unable to arrive for a shift, and find replacements.

Volunteer Recognition Program

Work with Skate Canada staff contact on the planning of the program.

Duties: Maintain master volunteer list, give away gifts and daily draws. Other initiatives to be determined with Skate Canada staff contact.

Principle Fan Experience Duties

- ◆ Lead the Fan Experience Volunteer team.
- ◆ Recruit & schedule volunteers according to the requirements and schedule for the fan experience area.
- ◆ Schedule meal breaks (30-60 mins) and 1 to 2 other breaks in all areas as needed.
- ◆ Work with Skate Canada contact to schedule volunteers according to in-venue activities

Fan Experience Volunteer Requirements

Volunteers in this area need to be outgoing, enthusiastic and energetic and able to approach and talk to spectators easily and comfortably. Volunteers with multiple languages are an asset. Given the nature of the activities involved and the sometimes-changing priorities that occur during an event, the schedule for the customer service team needs to be

flexible as it may change throughout the event. We ask the customer service volunteer team to be adaptable when these unavoidable changes to plans occur.

Schedule

It is the responsibility of the Volunteer Recruitment Director to schedule volunteers according to the event schedule (final to be provided one week prior to the event) and requirements above as well as to assist other Supervisors in scheduling their volunteers as required.

Skate Canada Staff Contact:

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