



## GRYPHON WOMEN'S HOCKEY WORLD LEAGUE TOURNAMENT VOLUNTEER JOB DESCRIPTIONS

### EVENT SERVICES PERSONNEL

**Tasks:**

- Check accreditation and tickets
- Provide "way finding" info
- Collect donations/ sell tickets on game day
- Be an information resource for the public
- Monitor venue access points

**Skills:**

- Must be able to provide superior customer service
- Must be able to stand for periods of time
- Suitable for youth or adult volunteers

### TRANSPORTATION OFFICIAL

**Tasks:**

- Oversee transport entry points into
- Manage reserved parking spots
- Direct team busses on arrival
- Liaise with officials/team transportation providers
- Provide directions

**Skills:**

- Must be able to provide superior customer service
- Must be comfortable directing traffic
- Must be able to stand for periods of time
- Suitable for youth or adult volunteers

### VENUE MAINTENANCE

**Tasks:**

- Provide routine maintenance of field and field equipment
- Clean team benches after each game
- Delivery of Ice and water before each game
- Maintain supply of beverages and snacks for event officials and volunteers
- Prepare field in event of adverse weather (flooding or dryness)

**Skills:**

- Must be physically able to work efficiently
- Must be able to lift 9 Kg
- Suitable for adult and youth volunteers

### CHANGEROOM ATTENDANT

**Tasks:**

- Checking rooms before and after team usage
- Preparation of ice bath before team comes off field
- Management of ice baths – preparation of ice baths for teams at end of game, emptying of ice baths and replenishment.

**Skills**

- Female volunteers only
- Must be efficient and able to work in a timely manner
- Suitable for both adult and youth volunteers

## TEAM LIAISON

### Tasks:

- Main point person for designated team
- Liaison with team management and officials to answer questions, solve issues and assist teams during tournament
- Participate in the airport meet and greet and join team on the bus ride to hotel from airport
- Be available to teams on game and practice days
- Act as the ambassador for West Vancouver /BC/ Canada

### Skills:

- Must be available to be on-call for entire tournament period
- Must have great interpersonal skills and a “can-do” attitude
- Must be able to provide superior customer service
- Ideally fluent in one of the nations’ languages (please indicate language on the volunteer registration form under “Additional Information”)
- Suitable for adult volunteer

## VIP & DRINKS AREA HOST

### Tasks:

- Monitor entry to these areas and escort people as necessary
- Check ID for entry to bar area

### Skills:

- Must be able to provide superior customer service
- Must be at least 19 years of age

## MERCHANDISE VOLUNTEER

### Tasks:

- Sell event/club merchandise
- Setup and take down of merchandise area
- Manage and track inventory
- May be required to process payment using iPhone system

### Skills:

- Must have the ability to provide good customer service
- Must be able to lift and move boxes of merchandise
- Must have good attention to detail
- Must be tech-savvy and able to work with money
- Suitable for adult volunteers

## STRETCHER BEARERS

### Tasks:

- Be on the side of the field during games to transport injured players, requiring medical assistance, from the field

### Skills:

- Must be able to take direction from medical personnel
- Must be able to lift and carry 45 Kg
- Suitable for adult and older youth volunteers

## VOLUNTEER SERVICES

### Tasks:

- Check volunteers for shifts
- Direct volunteers to their assignments and provide instructions where necessary
- Manage the volunteer area
- Manage any volunteer gaps

### Skills:

- Must have good interpersonal skills
- Must be able to effectively communicate with volunteers
- Must be able to handle minor issues
- Suitable for adult volunteers