

Volunteer Position Description

50/50

Volunteers will support the 50/50 program through the selling of 50/50 tickets from the time the doors open until mid-2nd intermission. Ability to handle money and sell.

Accommodation

Volunteers will offer support at host hotels to ensure smooth execution on site for World Juniors guests. Additional duties include: assisting site manager at the hotels to help guide and answer guest questions; supervising all activities taking place at hotels, including in-room gift delivery and banquet room set-up and tear-down, ensuring the environment is clean and safe; and helping offer a quick and simple check-in and check-out service.

Accreditation

Volunteers will work in the accreditation center. Will need to be computer savvy and comfortable collecting information, handling photo verification, and printing and distributing accreditation. Position starts prior to event. Volunteers will help with volunteer accreditation distribution during the volunteer training in November and all accreditation needs in early December 2018.

Ceremonies & Protocol

Volunteers will assist in ceremony execution (opening, closing, player of the game, flag-raising, and flag-bearer kids). Duties will include greeting event partners upon arrival at the venue and escorting them to the ceremonies waiting room, as well as ceremony preparation and set-up.

Economic Impact

Volunteers will effectively survey Fans prior to game time and during intermissions. The Economic Impact survey purpose is to analyze and examine the effects of this event on the host city and the provincial economy. Volunteers will be required to gather a needed amount of data per game and inform Fans about the positive impact of hosting an event of this magnitude.



Fan Experience

Volunteers will help guide fans and event guests and ensure that all of their needs are effectively met. Duties may include but are not limited to: welcoming, hosting and answering all questions to the best of their capability; referring guests to appropriate stations, help manage information desks at the various host hotels and venues, support activations at fan fest, work at various potential information kiosks throughout the city. Volunteers may be working on set-up, tear-down and execution of Fan Zone activities. Volunteers may be required to work outdoors.

Fan Zone

Volunteers will be working with a production company on the set-up, tear-down and execution of the Fan Zone activities. Volunteers may also work at the information booths and may be required to work outside.

Game Operations

Volunteers will work with the game operations team to help execute in-stand and on-ice intermission activations. Their responsibilities may also include, finding activation participants, engaging fans, helping to guide fans and event guests to their required participation area, and ensuring prizeing is organized and on hand for each giveaway. Volunteers will also support promotional item giveaways either at door opening or closing.

Hockey Development

Volunteers will assist with the execution of minor hockey programming leading up to and throughout the event. Duties would include set-up and tear-down, on-ice and off-ice instructing, and interaction with participants and visitors. Volunteer Duties may begin early December 2018.

Information Services (IT)

Volunteers will support the event's technical requirements. Additional duties include organizing hardware installations, venue set-up, assisting with the distribution of event IT equipment, and assisting in maintaining equipment operations prior to and throughout the tournament.

Media Services

Volunteers will support all media operations throughout the venue. This position includes a range of media activity including media workroom, press box, broadcast, mix zone and statistics distribution. Individuals prepared to learn the ins and outs of media operations and work in a fast-paced environment will find this role suited for them.

Medical

Medical positions required throughout the tournament include Doctors, Orthopedic Surgeons, Dentists and Therapists. All Medical roles will report directly to the Chief Medical Officer.

Off-Ice Officials

Off-ice officials include goal judges, penalty box attendants, score clock operators, and statisticians. Statistics will be tracked using the IIHF statistics software package. Volunteers for this role will be required to have past experience working in or volunteering in similar roles.

Photography

Volunteers will take photos leading up to and during the event. Prior photography experience at sporting events is preferred, and having access to equipment is required. All photos will be submitted to Hockey Canada post-event.

Security (Access Control)

Volunteers will support the coordination and execution of the strategic day to day operations of the Security Task Force as it relates to competing teams, on-ice officials, arena venue, hotel venue, VIPs and heightened security within identified areas. Check accreditations to ensure only those accredited individuals gain access to the restricted areas.

Social Media

Volunteers will support social media initiatives by monitoring social platforms, along with assisting in the creation of posts according to plans and policies. Volunteers in social media may also be required to assist with monitoring social media sites in the months leading up to the championship as well as support towards the management of the Volunteer Portal.

Team Canada Family

Volunteers will support the Team Canada Family program by helping with lounge set-up and tear-down, access control, coat check, and food and beverages in the designated lounge. Volunteers will assist with escorting families to and from the hotel shuttle to the lounge, and to and from the lounge to their seats.

Team Host

Volunteers will be the main point of contact and provide support to their team from the time of arrival to the time of departure, on a 24-hour-a-day, seven-day-a-week basis. Volunteers will assist with managing their team's food and beverages, transportation, communications, etc. Volunteers will be required to travel throughout Victoria and Vancouver for pre-competition games. Team hosts will stay at their respective team's hotel. This position can start as early as mid-December, depending on a team's arrival in Canada.

Team Services

Volunteers will provide front-line support for the teams at the competition and training venues. Volunteers will assist in dressing room set-up by stocking beverages, equipment supplies, and snacks. They will assist in the coordination of laundry and equipment transfers. This is an all-hands-on-deck, do-anything-to-ensure-success kind of role.

Transportation

Volunteers will drive clients such as VIPs and media between venues. Vehicles will be SUVs supplied by the championship. Individuals applying to work in transportation will be required to submit a driver's abstract and have a valid license.

VIP Program

Volunteers will manage the VIP lounge by looking after set-up and tear-down, gifting distribution, the VIP info desk, access control, coat check, and food and beverages. Volunteers will welcome and host VIPs.

Venue Operations

Volunteers will support event operations across all divisions and venues. Volunteers need to be flexible and dynamic for this position. Volunteers will need to be available prior to the event starting (mid-December) and when the event is over (early January). Volunteers will support the warehousing and logistics of the event operations. A keen attention to detail during shipping, receiving and scheduling is ideal for this role.

Volunteer Operations

Volunteers will support the execution of the volunteer program for all event volunteers. This position includes a range of volunteer activities including training sessions, lounge supervision and operations, and the clothing program. Volunteer Operations are also responsible for food and beverage services and will collectively support all venues with meal deliveries and manage snack stations in hotels, lounges, etc. Volunteers will ensure the food plans are properly executed.