



## 2017 U23WWBC VOLUNTEER JOB DESCRIPTIONS

### TOURNAMENT OPERATIONS

#### **Volunteer Position: Concourse Patrol / Merchandise**

Roles and responsibilities:

- Promote programs and other tournament initiatives
- Ensure attendees are sitting in their proper seats
- Oversee the 300 level to ensure it is functioning properly
- Assist concourse booth vendors in transporting materials and as requested
- Sell merchandise, manage funds and track sales per the training provided
- Ensure all merchandise and funds are securely stored and report to Operations Director when cash funds exceed \$500
- Assist with merchandise transfer/setup during first shift and merchandise takedown/transfer during last shift

#### **Volunteer Position: Access Point Control**

Roles and responsibilities:

- Ensure individuals with the proper accreditation gain access to specialized areas
- Direct attendees of the 2017 U23WWBC to their desired destinations
- Provide information regarding tournament services, games, etc. for attendees of the 2017 U23WWBC
- Report accreditation breaches or any suspicious behavior
- Assist with safe group transfer in the event of an evacuation

#### **Volunteer Position: Information Desk Attendant**

Roles and responsibilities:

- Interact with fans and team members of the 2017 U23WWBC
- Provide information on services, tickets, games, and results for the 2017 U23WWBC
- Assist the tournament office with registration
- Disseminate updates and information
- Help coordinate team group activities and special requests



- Liaise with team ambassadors

#### **Volunteer Position: Runner**

Roles and responsibilities:

- Assist organizing committee members with general duties and/or tasks as assigned

#### **Volunteer Position: Greeters (Arrivals / Departures)**

Roles and responsibilities:

- Greet teams at the airport
- Help teams load/unload their luggage and equipment onto their team bus
- Welcome teams to the tournament hotel
- Welcome teams to Mattamy Athletic Centre and assist with storing their equipment

### **SPORT TECHNICAL**

#### **Volunteer Position: Team Ambassador**

Roles and responsibilities:

- Greet team at airport upon arrival and provide welcome in their language
- Ensure team is well oriented with hotel, venue and surrounding areas
- Be available to answer any questions the team may have during the tournament and assist in connecting the team to various amenities
- Ensure team is transferred back to the airport for their departing flight, via our transportation services
- Must speak the language of the assigned team

#### **Volunteer Position: Court Operations**

Roles and responsibilities:

- Set up and maintenance of the championship court and practice courts at the Mattamy Athletic Centre
- Ensure the required equipment is in proper condition before and after use
- Ensure sufficient water is provided for team benches





- Ensure teams are undisturbed when they are on the courts
- Assist with safe team transfer in event of an evacuation
- Assist with set up and tear down of the venue

## MARKETING & COMMUNICATIONS

### Volunteer Position: Media Runners

Roles and responsibilities:

- Run media notes, stats, and videographer information throughout the tournament
- Post and update information on the tournament information boards at the venue
- Assist the media attaché in the mixed zone
- Deliver game stats and information to media
- Capture video content during Team Canada games
- Assist with other communications duties and/or tasks as assigned

## PROTOCOL & CEREMONIES

### Volunteer Position: Lounge Attendant

Roles and responsibilities:

- Monitor and tend to VIP Lounge and seating (clean, organized, setup)
- Ensure only individuals with VIP accreditation are admitted to the VIP Lounge
- Monitor and tend to Volunteer Lounge (clean, organized, setup)
- May be required to handle food
- Assist Operations Coordinator with general duties and/or tasks as assigned
- Assist with safe transfer of attendees in event of an evacuation

### Volunteer Position: Silent Auction Assistant

Roles and responsibilities:

- Oversee auction set up and bids on items
- Keep detailed and accurate records of bid information
- Assist with collecting payment and delivery of auction items





Men's **U23** World Wheelchair Basketball  
**CHAMPIONSHIP**  
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du monde masculin **M23** de basketball en fauteuil roulant

June 8 - 16 juin 2017  
Mattamy Athletic Centre  
Toronto, Ontario, Canada  
#2017u23wwbc

## LEGACY

### Volunteer Position: Fan Experience Team

Roles and responsibilities:

- Lead fan contests, giveaways, entertainment and activities
- Excite and engage fans with promotional materials
- Oversee the sale of 2017 U23WWBC merchandise

#### Schools

- Board each school bus upon arrival and brief the teachers and class before unloading.
- Greet school groups and assist with smooth transition at Box Office
- Show the schools to their proper seat in the stands
- Assist with safe school group transfer in the event of an evacuation

For more information, please contact [volunteers@wheelchairbasketball.ca](mailto:volunteers@wheelchairbasketball.ca).



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