

2012 Canadian Figure Skating Championships
January 16-22, 2012
Moncton, New Brunswick
Volunteer Information Package

Overview

The Canadian Figure Skating Championships provide talented young skaters with the opportunity to experience national level competition early in their development with the understanding that this exposure will assist them in preparing for senior level competition.

Moncton will be the host city for this exciting event, and will welcome approximately 550 skaters, along with officials, coaches and families to the community.

The Canadian Figure Skating Championships is one of the premier annual figure skating events in the world and one of Canada's largest annual national sport championships. The Canadian Figure Skating Championships allow Skate Canada to feature and recognize our elite competitive skaters and provide entertaining skating for both live and television audiences across the country.

Dates: Friday, January 13 Set-up begins
Sunday, January 15 Official practice begins
Monday, January 16 Competition begins
Sunday, January 22 Last day of competition

Competition Venue: Moncton Coliseum Complex
377 Killam Drive, Unit 100
Moncton, New Brunswick E1C 3T1

Practice Venue: Red Ball Internet Centre
55 Russ Howard Drive
Moncton, NB E1C 0L7

Organizing Committee

Local Organizing Committee and Event Volunteers

The Organizing Committee (OC) is led by Skate Canada staff and Skate Canada – New Brunswick Section volunteers. A Local Organizing Committee (LOC) consisting volunteer supervisors and coordinators has been established. The LOC in combination with the Skate Canada staff will execute the event and assist in recruiting volunteers for the various functions that will form the entire volunteer team. A target number of 300 volunteers will be recruited for this prestigious event.

Volunteer Recruitment

All interested and qualified individuals are invited to apply for volunteer roles. To be considered for a volunteer position, you must complete the online application as soon as possible. Applicants will be accepted until each area has been filled. All applicants will be notified of their application status within 21 business days after their application has been received. Selection is based on the following criteria: the positions available the individual's background/experience and availability. Once approved and assigned to a specific area, a member of the LOC will contact the volunteer to discuss details of scheduling and job function. Volunteers able to contribute a minimum of 20 hours will be given priority in the selection process.

Age Requirements

Volunteers must be a minimum of 18 years of age or older by **January 13, 2012**.

Volunteer Areas of Interest

General Competencies, Qualities and Qualifications of a Volunteer

Volunteering at these events is an exciting opportunity which also brings a responsibility to execute your volunteer role to the best of your ability as a representative of Skate Canada.

There are a variety of skill sets that will be required in different positions, including:

- Ability to create a welcoming environment for competitors, team personnel, media and spectators
- Excellent oral communication and interpersonal skills
- Ability to work as part of a team in a professional and courteous manner
- Ability to perform varying levels of manual labour
- Background in figure skating and knowledge of the sport is an asset
- Advanced Computer application skills – Microsoft Word and Excel
- Strong organizational skills and the ability to handle multiple projects simultaneously
- Ability to handle sensitive information in a professional and confidential manner
- Ability to work in a fast paced and high energy environment
- Language skills – ability to work in English, French and other languages is an asset

There are several distinct areas in which volunteers may choose to work in:

1. General
2. Venue Operations
3. Hotel and Registration
4. Transportation

An outline of the different areas, brief job descriptions and skills required for each area is provided below.

1. General

Volunteers will be needed in other areas that may not fit into the broader categories.

2. Venue Operations

General skills required for Venue Operations include: an operational knowledge of figure skating events or task-specific knowledge. Experience at the club, regional, sectional or national (preferred) level for all positions is recommended.

Areas include:

- *Catering* - Assist with all venue lounges and any other catering that is planned
Skills: Previous experience with food preparation and service, flexible and has an outgoing personality.
- *Customer Service* – Assist with set-up, inventory and sales of boutique items and providing customer service at the Skate Canada information booth.
Skills: Bilingual French and English, good oral communication, an outgoing and friendly personality and experience with a cash register, cash, debit and credit card machines is an asset). Note: The venue may operate the boutique in which case volunteers may be reassigned to other related areas.
- *In-Venue Entertainment* – Provide general information or “giveaways” to the public on the concourse level during the events and special in-venue promotions as required. Assist with the coordination of school programs which provide an opportunity for local schools to be introduced to the sport of figure skating.
Skills: Bilingual French and English, good oral communication and an outgoing and friendly personality.
- *Logistics* – Physical set-up and tear-down of venues and hotels throughout the events, deliverables items, assist with victory ceremonies (set-up of podium).
Skills: Ability to do heavy lifting, flexible with change and attention to detail.
- *Media Services* – Work in the media centre at the competition venue to assist photographers, journalists and Skate Canada staff.
Skills: Administrative capability, bilingual French and English, strong computer skills particularly Internet search and transcription skills in order to take quotes from athletes and transcribe them accurately

- *Music Room* – Assist with music registration and sorting music for practice and competition according to start orders.

Skills: Knowledge of music system and organizational skills.

- *Operations Room* – General event operations, posting information, delivering information, radio sign-in/sign-out, skate sharpening and repair, costume repair, etc.

Skills: Technical knowledge of the sport and computer skills is essential – Microsoft Word and Excel.

- *Printing Room* – Print various documents such as start orders, results, communications, as well as posting and delivering information and compiling *the Daily Spin* if applicable. This team works closely with the Operations Room.

Skills: Experience as a Data Specialist and/or print room at national events.

- *Security* – Monitor specific access points and accreditation passes, transportation system and hotels to ensure unauthorized persons do not access restricted areas and monitor overall safety of participants.

Skills: Ability to be assertive and attentive when monitoring tickets and accreditation passes, ability to stand for a long period of time and flexible with change.

- *VIP Services* – Work in collaboration with the registration team to ensure guests or VIPs enjoy the best possible experience.

Skills: Bilingual French and English, good oral communication, an outgoing and friendly personality and previous experience with VIP management is an asset.

- *Volunteer Services* – Man the Volunteer Desk and assist with day-to-day volunteer services, including check-in, recognition program and information dissemination.

Skills: Bilingual French and English, good oral communication, an outgoing and friendly personality, great organizational skills and previous experience with volunteers is an asset.

3. Hotel and Registration

Hotel and Registration volunteers will assist with set-up of registration at the venue (stuffing registration packages, wrapping gifts, etc.), accreditation (cutting, laminating accreditations, etc.), register event participants and provide general information throughout the events. Other duties at the official hotel include acting as greeters, hosts, bartenders and ticket takers.

Skills: Bilingual French and English, other languages an asset, good oral communication, an outgoing and friendly personality, computer applications, knowledge of the city, multi-tasking, professional, experience with cash registers and ability to process information quickly are all assets.

4. Transportation

Drivers are required for airport pick-up and drop-offs, deliveries, and special transportation throughout the event. Transportation volunteers must be licensed and able to drive rental vehicles (i.e. appropriate age and driving record). They will work with Hotel and Registration team to staff Transportation desks.

Skills: A good knowledge of the city's road system, excellent driving ability and record, a friendly, courteous personality and good oral communication).

Volunteer Recognition Program

Uniforms

All volunteers (up to 300) contributing at least twenty (20) hours of volunteer time will receive a volunteer uniform. This distinctive clothing is to be worn during all volunteer working hours.

Each individual is to provide his/her own black, grey, brown or navy pants. Jeans, sweatpants and leggings are not permitted during practice or competition days, however may be worn at the arenas during set-up and tear-down.

Volunteer Orientation

All volunteers will be required to participate in comprehensive training to familiarize themselves with the event as a whole and their specific area of responsibility. The orientation is tentatively scheduled to take place on **Saturday, January 14, 2012** – time and location to be confirmed. Uniforms and accreditation will be distributed at this function. Volunteer meals will be available at the venue and at the main hotel with snacks and beverages available throughout the day. Meals will be provided for those volunteers working over a meal period and working a minimum six hour shift. Meal tickets will be provided to the volunteers by their respective Supervisor or Coordinator.

Personal Expenses

Unfortunately Skate Canada is not able to reimburse expenses for out-of-town volunteers. This includes travel, accommodations and/or mileage.

How to Apply

1. Complete the Online Volunteer Application at www.skatecanada.ca
2. Questions? Email us at 2012canadians@skatecanada.ca