



# ***VOLUNTEER AREAS, DESCRIPTION AND ROLES***

***Below are general descriptions of the various areas requiring volunteers. Please think carefully about the role you volunteer for and/or have been assigned. If outside, be prepared to be out and standing for long periods for any weather condition. Sunglasses are important, as well. Some roles require physical strength, and/or excellent vision. Your assigned role is based on the registration information you provide(d). If you have been assigned a role you are not suited to do, please let us know as soon as possible.***

All volunteer roles are full-day commitments. We cannot accommodate shared or part day roles due to accreditation issues and logistics. As well, if you commit to a day, please do what you can keep available. Last minute changes do happen but are very challenging for the organizers to manage.

As a volunteer for the IBU World Cup you will not only be responsible for your role, but will also be an ambassador for the sport, the event and the Canmore community. We want everyone to feel welcome and respected. We, Canadians, are known for our diplomacy, warmth and friendly smiles.

Let's sparkle!

## ***COMPETITION OFFICE***

The Competition office is a sophisticated information centre that supports athletes/teams, fields questions, supporting jury and IBU representatives, organizing team leader meetings, managing registrations, bib distribution, radio assignments, wax room assignments, etc. It is where all the results come in to be compiled and distributed. It is a highly administrative area and requires people who are service-minded, highly organized, capable of working in a very hectic environment and always able to keep a cool head. German and Russian or other language skills are helpful.

Roles include: Office Assistant, Wax Room Concierge



### ***RANGE CREW***

Working at the shooting range is often fast-paced and requires speed and accuracy, but it allows you to be close to the action. Medals are often won or lost here. Results are recorded both electronically and manually (paper). Results are then sent to the Competition office and collated. It is critical that all volunteers participate in ensuring the range is safe and secure by watching that firearms are being handled appropriately and that the range can be navigated safely by athletes, officials and volunteers by keeping it free from extraneous activity and debris.

Roles include: Range Infield (setup), Range Tracker, Electronic Recorders, Paper Recorders (stickers), 3rd Line Recorders, Ramp Supervisors, Sweepers

### ***STADIUM CREW***

This crew is responsible for the setting up the stadium which includes start, finish, penalty loop, equipment checks, clothing transportation and podium positioning. Stadium Crew ensures the proper functioning and safety of everything around these areas. Assignments will involve setting up fences, banners, whiskers, v-boards and reconfiguring the Stadium throughout the week for the different types of competitions. This setup work takes place early in the mornings and maintenance throughout the day. Stadium Crew will also be responsible for doing equipment checks before and after competitions.

Roles include: Equipment Check, Stadium Setup/Maintenance, Stadium Access Control, Clothing Exchange

### ***TIMING CREW***

A variety of duties may be assigned to this group from marshaling athletes in the start area, pre-calling and recording the order of finishes, etc. Good vision (to read bib numbers from a distance) and attention to detail is required for most tasks. One should be comfortable with electronic data recording.



Roles include: Timing, Starter, Manual Start, Manual Finish, Manual Data Entry, Transponders (distribution and collection), Kurvinen (targets), Manual Backup Int Range, Manual Course (back up course timer), Sticker Supervisor, Sticker Official, Sticker Runner

### ***PENALTY LOOP CREW***

The Penalty Loop is where athletes do penance for missed shots. Volunteers here will be witness to the heartbreak and excitement as athletes struggle to maintain position. Volunteers will be responsible for recording loops completed. Those results are then delivered to the competition office to be collated and cross-checked with the results coming in from the range to ensure athletes have completed the required loops for missed shots.

Roles include: Setup/Podium, Setup, PL Recording, PL Collating, PL Runners,

### ***COURSE CREW***

Course volunteers are responsible for ensuring the ski trails are well maintained and safe for both training and competitions. As a member of the course team, you may assist with one or more of the following tasks course security, air and snow temperature measurements, course marking, and fencing. These roles are outdoors with exposure to the elements for lengthy periods. While in these roles, you will experience the thrill of the skiing aspects of the competition while being mindful of the activities of spectators and support crews.

Roles include: Snow and Air Temperature Recorder, Forerunners, Course Controller, Course Crowd Access, Course Setup & Maintenance

### ***ACCREDITATION***

With the exception of spectators, everyone at any of the World Cup events must be accredited. All athletes, coaches, support staff, media, volunteers, officials, etc. must obtain accreditation passes to allow them access to appropriate parts of the various venues. Volunteers working in this area will be working with computer systems, taking photos, printing and laminating equipment. Service-minded volunteers here must be comfortable



with projecting authority while being welcoming. This area is often a source of information for the entire event.

Roles include: Accreditation (administration)

### ***ANTI-DOPING***

Volunteers in this are tasked with ensuring that competitors selected for doping tests are appropriately chaperoned and escorted to testing facilities following the rules and guidelines set by the IBU. Volunteers must be discreet, professional and respectful of privacy at all times.

Roles include: Female Anti-Doping (chaperones), Male Anti-Doping (chaperones), Morning Male/Female Anti-Doping (chaperones)

### ***MEDICAL***

Volunteers for this position must be medical professionals or have current First-Aid certifications and must be vetted by the Chief of Medical.

Roles include: Medical personal

### ***MEDIA/TV***

To work in this section, you need to be solution-oriented and prepared to 'go the extra mile' to ensure that the people tasked with communicating news about the event via the various media channels have the best possible working conditions. Work will involve rigging, organizing press conferences, coordinating the photo zone and stands, making sure refreshments are available, and keeping check of the mixing zone. This can often be a high paced and hectic area. Media and TV experience is helpful.

Roles include: Media Room Assistant, Spotters, Media Runners,

Athlete Escorts (to media events), Media Room Assistant. Snowmobile Operators\*, Forklift Operator\*



\*These key positions need to reside/stay within the Bow Valley to provide support to TV, SIWIDATA Timing, Infront advertising. Must be able to load trailers with equipment/materials and installing, as required.

### ***ACCESS CONTROL AND IBU FAMILY CLUB***

Access to the IBU World Cup Biathlon venues is restricted and requires accreditation or tickets to be allowed appropriate access. Access Controllers will be stationed throughout the venues. Volunteers here will support Stadium, Range and Course crews to ensure that proper fencing and access controls are in place.

As well, the IBU Family Club is a venue for teams and IBU officials to gather privately. Access will be tightly controlled. Discretion and security will be required. Volunteers here must be comfortable asserting authority while maintaining a positive, friendly environment.

Roles include: Access, Venue Setup, Venue Takedown, IBU Family Club

### ***HOSPITALITY***

There are several areas requiring hospitality services, including greeting and welcoming teams, officials, guests and spectators, providing information, language support, spectator/family fun activities and such.

### ***HOSTS AND GREETERS***

Individuals volunteering in this area will be called upon to welcome, assist and provide language support to teams, officials, media and/or VIPs when they arrive in Calgary and/or Canmore.

Greeters may be needed to meet buses arriving at the Nordic Centre and guide people to where they need to be whether they be volunteers, spectators or public users, etc.

Roles include: Language Hosts (fluency required), Greeters, Legacy Athletes



### ***TICKETS AND WELCOME/INFORMATION***

Volunteers in this area will be available to provide information to teams, officials, spectators, special guests, school students and the public on everything from transportation, event schedules, food and retail services, special events, health services, weather conditions, highlights and services in the community, and more. Volunteers in this area will also provide ticket services such as ticket pick up and sales. Ticket and Information desks will be set up in the Coast Hotel and in the Day Lodge of the Nordic Centre.

Roles include: Tickets and Information, Economic Development

### ***RETAIL***

We will need people to help distribute toques, coats and other swag and material required for volunteers. As well, we will be setting up a World Cup SWAG retail centre and will need volunteers to manage it.

Roles include: Retail

### ***ROCKY MOUNTAIN CLUB SECTION***

Rocky Mountain Club is our VIP hospitality concept. Hosts ideally will have a strong knowledge of biathlon and will facilitate activities within the tent.

Roles include: Rocky Mountain Club (hosts)

### ***FESTIVAL STREET***

Individuals supporting Festival Street will need to assist in organizing and hosting spectator entertainment, a market and refreshment area(s) –creating a fun place for the whole family.

Roles include: Monitoring vendors



### ***VOLUNTEER OFFICE***

This area will be the central meeting place for volunteers to get up-to-date information, directions, refreshments, hand warmers, meals and so on. Volunteers will be needed to assist in checking volunteers in and directing them to meeting locations. Volunteers will work with the caterers to ensure food and beverages are available, as needed.

Roles include: Volunteer Room Assistant