

# Functional Area Descriptions for Games time Roles

\* These roles require some bilingual volunteers

\*\* These roles may require further screening (Police records check, a written or oral screening interview, or proof of certification)

## Accreditation

### Overview

Accreditation ensures that all participants including athletes, coaches, volunteers, Games family, etc. are issued the correct identification and zone privileges for the Niagara 2022 Canada Summer Games (Niagara 2022). This is a high-volume area at the start of each week of the Games and in the four months leading up to the Games. Tasks include producing and distributing accreditation badges, managing the accreditation database, handling accreditation concerns, and answering Games-related questions. This area requires standing for long periods of time laminating and distributing badges. Computer and customer service skills are required.

### Volunteer Roles and Descriptions

* Accreditation Crew	<ul style="list-style-type: none"> <li>Take photos, assist in printing laminating and distributing accreditation badges</li> <li>Answers queries about accreditation and resolve accreditation issues</li> </ul>
*Accreditation Supervisor **	<ul style="list-style-type: none"> <li>Train and supervise accreditation crew</li> <li>Schedule accreditation crew ensuring each shift is appropriately staffed</li> <li>Compile accreditation statistics</li> <li>Troubleshoot accreditation issues.</li> </ul>
Uniform Distribution & Accreditation (UDAC) Crew	<ul style="list-style-type: none"> <li>Assist in a variety of tasks related to uniform distribution including assisting with uniform fittings, distributing uniforms, tracking inventory and providing customer service to the volunteers</li> <li>Communicate uniform matters to supervisor to ensure timely resolution</li> </ul>
Uniform Distribution & Accreditation (UDAC) Supervisor	<ul style="list-style-type: none"> <li>Oversee the Uniform Distribution Crew including scheduling the crew</li> <li>Ensure timely resolution of uniforms matters</li> <li>Provide assistance to volunteers in resolving uniform distribution needs at the venue</li> </ul>

## Administration

### Overview

Administration provides administrative and financial support services at Niagara 2022 venues through the management of the Venue Operations Centre. Tasks include daily reporting, record keeping, chain of command communication, petty cash monitoring and troubleshooting required at the venue. Manages the operations of the Venue Operations Centre. Experience with office procedures and computer skills is required.

### Volunteer Roles and Descriptions

Venues Administration Crew	<ul style="list-style-type: none"> <li>• Provide administrative support to the venue including customer service, maintaining office supplies</li> <li>• General office duties ensuring smooth admin operations</li> </ul>
Venue Admin Supervisor	<ul style="list-style-type: none"> <li>• Oversee all administrative crew members and act as Office Manager</li> <li>• Supervise the administration and financial duties to ensure smooth management of the venue</li> </ul>

## Artistic Festivals - 13 for 13

### Overview

As each of the municipalities are owners of their events, our volunteers will provide support as required by each municipality. Games-time volunteers may be required to assist with parking, security, set-up, wayfinding, sponsorship fulfillment, site cleanup, and Niagara 2022 merchandise sales. The 13 For 13 Cultural Festival will rotate nightly, changing from one municipality to another. These will be fast-paced environments where teamwork is paramount and giving and receiving clear instructions is critical. All locations are outdoors and physical labour such as lifting approximately 25 pounds and standing for long periods of time may be required. Most roles will interact with the public, requiring strong customer service skills and a positive attitude.

### Volunteer Roles and Descriptions

Site Management Crew	<ul style="list-style-type: none"> <li>• Supports the site setup, tents, fencing and all front of house activations with direction from the Festival Site Manager</li> </ul>
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## Artistic Festivals - Niagara Place

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### Overview

Niagara Place (located at Canada Games Park) will be managed by a third party with Games-time volunteers reporting to this team. Volunteers may be required to assist with artist services, security, set-up and tear down, wayfinding, sponsorship fulfillment, and Niagara 2022 merchandise sales. Niagara Place will be a fast-paced environment where teamwork is paramount and giving and receiving clear instructions is critical. Niagara Place will be outdoors with some covered areas and physical labour such as lifting approximately 25 pounds and standing for long periods of time may be required. Most roles will interact with the public, requiring strong customer service skills and a positive attitude.

### Volunteer Roles and Descriptions

Site Management Crew	<ul style="list-style-type: none"> <li>Supports the site setup, tents, fencing and all front of house activations with direction from the Festival Site Manager</li> </ul>
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## Communications & Media Relations

### Overview

Communications & Media Relations volunteers support media, including broadcasters and webcasters, to cover Niagara 2022. Volunteers may assist with press conferences, support the Sport Information Officers to manage media requests and athlete interviews and keep the Main and Venue Media Centres tidy. The Photography Team is a group of creative, passionate and energetic volunteers responsible for telling the story and capturing the unforgettable moments of Niagara 2022 (sport competitions, ceremonies, festivals, etc.). Volunteers in this area will have media access at each venue to ensure the essence of the Games is being captured. Image curators are also required for this area. Members of the Photography Team will be required to own photography equipment. Photography experience is considered an asset.

### Volunteer Roles and Descriptions

*Media Centre Crew**	<ul style="list-style-type: none"> <li>Provide hosting support to media at the Main or Venue Media Centres</li> <li>Assist with daily setup and clean-up tasks for Media Centre operations and keep space tidy</li> <li>Assist Social Squad volunteers and liaise between Sport information Officers, Mission staff and media to help tell the stories of Niagara 2022</li> <li>Ideally would offer services both in English and French, but not mandatory</li> </ul>
*Media Centre Supervisor**	<ul style="list-style-type: none"> <li>Oversee the Media Centre Crew and provide hosting support to media at the venue or Main Media Centre</li> <li>Assist with daily setup and clean-up tasks for Media Centre</li> </ul>

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	<ul style="list-style-type: none"> <li>operations and keep space tidy</li> <li>Assist Social Squad volunteers and liaise between Sport information Officers, Mission staff and media to help tell the stories of the 2022 Games</li> <li>Ideally would offer services both in English and French, but not mandatory</li> </ul>
*Website Administrator Crew**	<ul style="list-style-type: none"> <li>Edit and enter content into website</li> <li>Fluent in English and French; editing experience is desired</li> <li>Experience with content management systems is desired</li> <li>Offer services in both English &amp; French</li> </ul>
Photographer**	<ul style="list-style-type: none"> <li>Use unique artistic vision to take pictures of the atmosphere and athletes during live sporting events and festivals</li> <li>Responsible for culling, editing and uploading photos to Data Asset Management System</li> <li>Photographers must have their own photography equipment (DSLR cameras, tripods, flash, etc.).</li> </ul>
Photography Supervisor**	<ul style="list-style-type: none"> <li>Provide support to the Photography Team and the media services team through fielding questions or concerns</li> <li>Contribute to the development of shot and equipment lists and answer any technical questions</li> <li>-Advise on volunteer scheduling, lead pre-Games venue tours and assist with training and onboarding of Photography Team</li> <li>Address access issues for both Media and volunteer photographers</li> </ul>
Image Curator**	<ul style="list-style-type: none"> <li>Responsible for creating and managing photography collections and tagging photographs with relevant keywords</li> <li>Assist the social media team in culling and selecting daily photos for usable content</li> </ul>

## Event Services

### Overview

Event Services is responsible for the planning and execution of all spectator services at Niagara 2022 sport competition venues. Volunteers working in this functional area assist with services such as ticket taking, greeting, information services, access control monitoring, and the general ushering of spectators. During the Games, the Event Services Lead will direct and supervise the Event Services volunteers who will carry out these activities and ensure spectators and other client groups passing through the Front of House Areas at our venues experience a phenomenal Games. Most roles will interact with the public, requiring strong customer service skills and a positive attitude.

**Volunteer Roles and Descriptions**

*Ticket-scanners	<ul style="list-style-type: none"> <li>• Validate admission to the venue</li> </ul>
* Ushers	<ul style="list-style-type: none"> <li>• Assist spectators to appropriate seating areas</li> </ul>
* Information Desk Agent	<ul style="list-style-type: none"> <li>• Attend the information kiosk and respond to spectator inquiries, provide an excellent customer experience</li> <li>• Provide assistance and information to spectators as needed</li> </ul>
*Greeters	<ul style="list-style-type: none"> <li>• Welcome spectators</li> <li>• Provide an excellent customer service experience</li> </ul>
Access Control	<ul style="list-style-type: none"> <li>• Validate admission and accreditation for access to the venue</li> <li>• Provide access control to operational spaces in venues</li> </ul>
Supervisor - Access Control, Greeters, Info Desk, Ushers and Ticket-scanners **	<ul style="list-style-type: none"> <li>• Oversee the Event Services Crew at a venue</li> <li>• Coordinate, oversee, assign and rotate all Event Services positions</li> <li>• Address and resolve any challenges that may arise and report to Event Services Lead as required</li> </ul>

**Fit-Out Services**

**Overview**

Fit-Out is responsible for transforming a space or facility into a Games-time ready venue, and encompasses all the temporary work required to bring venues up to the sport hosting standards. This encompasses the coordination and execution of the commissioning and decommissioning schedules which include: working with contractors, vendors and service providers; assist in the setup and teardown of pageantry and signage to ensure that each item is installed and disposed of properly; setting up FF&E (furniture, fixtures and equipment) in the spaces; and any other work required to get a venue ready to host the Games. During the competition days, fit-out will confirm details of decommissioning, lead the turnaround day process and support with any venue level logistics. Teamwork and attention to detail are important in this area as well as being able to lift 30-50 lbs and being able to troubleshoot issues on the spot. These positions may be indoor and/or outdoor depending on the venue.

**Volunteer Roles and Descriptions**

Fit Out Crew	<ul style="list-style-type: none"> <li>• Create a games-ready venue; support the games-time execution of venue operations through venue level logistics; and return the venue to its pre-games condition when the games are over.</li> <li>• Participate in commissioning and decommissioning of the</li> </ul>
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	<ul style="list-style-type: none"> <li>venue(s)</li> <li>Complete venue level logistics such as: receiving venue deliveries, inventory management, and other general support to the functional areas</li> </ul>
Fit Out Supervisor**	<ul style="list-style-type: none"> <li>Ensure the successful set-up and subsequent tear-down of the venue(s), as well as ensuring the successful operation of the venue through the management of venue-level logistics.</li> <li>Manage fit out crew</li> <li>Support the execution of the commissioning and decommissioning of the venue(s); including on-site contractor support and direction</li> <li>Oversee venue-level logistics (receiving deliveries, daily inspections, inventory management, other general support)</li> </ul>

### Food Services

#### Overview

Food Services volunteers assist in various activities relating to the feeding of Games athletes, volunteers and officials at competition and non-competition venues. Serving and presenting refreshment and food options, as well as ensuring eating areas are kept clean, may be required. This area has high traffic and high volume peak times that require teamwork to meet expectations. Food Safe certification is an asset.

#### Volunteer Roles and Descriptions

Venue Food & Beverage Attendant	<ul style="list-style-type: none"> <li>Oversee all lounges on venues to ensure lounge is stocked with food</li> <li>Ensure food services area at the venue remains clean</li> </ul>
Venue Food & Beverage Supervisor**	<ul style="list-style-type: none"> <li>Oversee the Venue Food &amp; Beverage attendants</li> <li>Assist with commissioning and decommissioning of the venue food service area</li> <li>Collect and submit any food and beverage orders back to Food Services Operations</li> </ul>
Athletes Village Food & Beverage Crew**	<ul style="list-style-type: none"> <li>Oversee participant feeding at dining halls within the Athletes Village</li> <li>Ensure dining halls remain clean</li> </ul>
Athletes Village Food & Beverage Supervisor**	<ul style="list-style-type: none"> <li>Oversee the Village Food &amp; Beverage crew</li> <li>Assist with commissioning and decommissioning of the dining halls</li> </ul>

## Look & Signage

### Overview

This area ensures that all Games venues have the correct pageantry and signage installed to meet brand, venue operations and wayfinding standards. Volunteers in this area assist in the setup and teardown of pageantry and signage to ensure that each item is installed and disposed of properly. Positions may be outdoors and may require some lifting of materials 30-50lbs.

### Volunteer Roles and Descriptions

Look & Signage Crew	Install look & signage Move from venue-to venue during the lead-up to the games ensuring the successful installation of: fence scrim, signage, and other elements of the look & signage program.
Look & Signage Supervisor**	<ul style="list-style-type: none"> <li>• Liaise with the Fit-Out supervisors at all venues to coordinate the schedule for the installation of Look &amp; Signage elements.</li> <li>• Manage the installation team of volunteers during the commissioning and decommissioning phase</li> </ul>

## Marketing

### Overview

This area covers Partnership Activation, Spectator Experience, and Sport Announcing.

Volunteers in the Partnership Activation area are primarily responsible for assisting partners of the Games in setting up their activations. These volunteers assist during the commissioning and decommissioning of activations. Throughout the duration of the Games, volunteers are responsible for ensuring signage is properly situated and that sponsor VIPs are hosted as per their agreements. Excellent customer service and ability to solve issues with tact are an asset to roles in this area.

The Spectator Experience (SPEX) Team is one of the most visible functional areas to the spectators, performing numerous roles around the venues. Referred to as Team SPEX, they will work closely with the Sport Presentation Representatives and their primary goal is to engage the crowd through the music, pre-game routine, artistic performances and overall production of Field of Play. Another key role with Team SPEX is that of announcers who will describe the action and provide colourful commentary for our spectators and the online audience during Niagara 2022.

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### Volunteer Roles and Descriptions

*Partnership activation Crew	<ul style="list-style-type: none"> <li>Support on-site sponsors and partners to ensure signage and activations operate according to their agreement</li> </ul>
*Spectator Experience Crew	<ul style="list-style-type: none"> <li>Deliver fan engagement events and programs. Warmly greet fans as they arrive, promoting a friendly and positive atmosphere.</li> <li>Engage and entertain fans prior to gates opening.</li> <li>Communicate positively and professionally</li> </ul>
Spectator Experience Supervisor**	<ul style="list-style-type: none"> <li>Oversee Spectator Experience Crew and work closely with the Sport Production Supervisor</li> <li>Manage all fan engagement events and programs and work closely with venue announcers</li> </ul>
*Venue PA Announcer**	<ul style="list-style-type: none"> <li>Work with Game Day Manager and SPEX Lead in providing fans 'in the stands' with athlete and province introductions, sponsorship, logistics and rules, placings, medal ceremonies, etc.</li> <li>The PA Announcer is the voice coaches, athletes, fans, and organizers can trust to relay pertinent information on the event, venue, sport, etc.</li> <li>Individuals with intermediate or higher level of French skills are encouraged to choose this interest area</li> </ul>

### Mascot Program

#### Overview

The Mascot Crew will become aligned with the Spectator Experience team at Games Time. Volunteers will include handlers and drivers to ensure that the mascot Shelly is on time and prepared for all approved appearances. Games-time volunteers are energetic and assist Shelly in sharing the positive spirit of our Games. They may accompany Shelly during Games-times to Opening/Closing ceremonies, sport venues, 13 for 13 Cultural Festivals, Niagara Place, and other special appearances as requested and approved. Excellent customer service skills are required. Troubleshooting and strong decision making skills are important to manage any issues that may arise on site. Handlers will be required to assist with dressing Shelly and maintain proper care of the mascot suit while it is in their possession. Appearances will be both indoors and out, however Shelly is not to perform outdoors on days with excessive heat warnings.

### Volunteer Roles and Descriptions

Mascot Program Performer	<ul style="list-style-type: none"> <li>Able to dance and execute basic sport moves while in costume. Should be outgoing and able to "read" the audience to know if some children/adults are not comfortable with Mascot.</li> <li>Wear the mascot costume and embody the mascot character while interacting with the public</li> </ul>
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Mascot Program Driver	<ul style="list-style-type: none"> <li>• In some instances this role will assist with the Catch the Spirit Education Program, transporting and setting up the game show podiums at schools. May sometimes act as the Mascot Handler.</li> <li>• Transport mascot performer and handlers to all appearances</li> <li>• Maintain the mascot vehicle during the event(s)</li> </ul>
Mascot Program Handler	<ul style="list-style-type: none"> <li>• Ensure all components of the mascot costume are clean and in good repair. Will need to transport the costume bag, which weighs less than 25 pounds and is a little awkward.</li> <li>• Travel with the mascot performer to appearances</li> <li>• Support and protect the Mascot while spreading the spirit of Niagara 2022</li> </ul>

### Materials Management

#### Overview

This functional area coordinates all logistics at the warehouse to receive, place, and inventory goods and is responsible for transporting goods from the warehouse or picked up at 3rd Party partners, and delivered to the Games office. These volunteers should be able to lift over 45 pounds on an as needed basis to unload and load cargo vehicles manually and move items about the warehouse facility. Volunteers who will drive the varied fleet vehicles of the Games, pre-Games, during the Games, and post Games to return goods to the warehouse or 3rd party locations must hold an Ontario Class G license, or equivalent from other Provinces. Volunteers in this area are required to be available for post-Games clearance of inventory as well.

#### Volunteer Roles and Descriptions

Warehouse Crew	<ul style="list-style-type: none"> <li>• Ensure the successful execution of all warehouse activities.</li> <li>• Assist warehouse staff with the movement of assets within the facility</li> <li>• Prepare loads to leave warehouse and receive incoming loads</li> <li>• Support warehouse staff and Logistics coordinator as required</li> </ul>
Warehouse Supervisor**	<ul style="list-style-type: none"> <li>• Ensure the successful execution of all warehouse activities.</li> <li>• Manage warehouse crew volunteers</li> <li>• Communicate and coordinate daily with Warehouse Manager, Coordinator, Logistics and Venue Fit-Out Leads</li> <li>• Perform all other asset management activities (staging deliveries, loading trucks; completing manifest list etc).</li> <li>•</li> </ul>
Warehouse Driver**	<ul style="list-style-type: none"> <li>• Responsible for the safe and timely delivery of assets to venues.</li> <li>• Assist warehouse staff and volunteers with staging and loading/unloading of trucks</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ensure all items are properly stacked and secured inside delivery vehicle</li> </ul>
Warehouse Swamper**	<ul style="list-style-type: none"> <li>• Responsible for the safe and timely delivery of assets to venues.</li> <li>• Assist warehouse staff and volunteers with staging and loading/unloading of trucks</li> <li>• Ensure all items are properly stacked and secured inside vehicle</li> <li>• Coordinate arrivals to venues with the venue's fit out lead</li> </ul>

### Medical Services

#### Overview

This area oversees the medical care for athletes, managers and coaches at the main Polyclinic and at Sport Competition Venues. Ideal volunteers are licensed and practicing physicians, nurses, physiotherapists, athletic therapists, massage therapists, chiropractors, therapy assistants, mental health practitioners, lifeguards or are emergency first aid certified. Receptionists and administrators are also required at the Polyclinic located at Brock University. Additional screening and proof of certification must be provided to the Medical Services Committee.

#### Volunteer Roles and Descriptions

Medical Services Practitioner**	<ul style="list-style-type: none"> <li>• Registered and in good-standing with respective provincial health regulatory body (or with the CATA for Certified Athletic Therapists)</li> <li>• Provide medical response to injured participants on the Field of Play in accordance with scope of practice, training and Host Society medical policies and procedures</li> <li>• Employ clinical skills to manage acute injuries and also to help participants prepare for competition within their scope of practice</li> <li>• Must have Canadian Red Cross Emergency First Responder Certification, recognized equivalent, or higher</li> <li>• Must have valid professional liability insurance during Games time</li> <li>• May be assigned shifts in the Polyclinic</li> <li>• Students and new graduates of healthcare professions with Canadian Red Cross Emergency First Responder Certification, recognized equivalent or higher, and relevant sports experience, may be considered in certain circumstances</li> </ul>
Doctor**	<ul style="list-style-type: none"> <li>• Registered and in good-standing with respective provincial regulatory body</li> <li>• Provide physician care to participants in accordance with scope of practice, training and Host Society medical policies and</li> </ul>

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	<p>procedures</p> <ul style="list-style-type: none"> <li>● Respond to medical emergencies in accordance with scope of practice, training and Host Society medical policies and procedures</li> <li>● May be assigned to a specific venue or the Polyclinic</li> </ul>
Anti-doping Chaperone**	<ul style="list-style-type: none"> <li>● Required to complete training course provided by Canadian Centre for Ethics in Sport (CCES)</li> <li>● Report to the assigned CCES Doping Control Officer</li> <li>● Operate in accordance with Canadian Centre for Ethics in Sport protocols, policies, and procedures</li> <li>● Notify the athletes selected for sample collection</li> <li>● Accompany and observe the athlete until arrival at the doping control station and witnesses the provision of the sample where training qualifies them to do so</li> </ul>
Medical Functional Command Centre - Lead**	<ul style="list-style-type: none"> <li>● Effectively monitor and communicate medical services-related activities, issues and incidents occurring during Niagara 2022 and work toward resolving and communicating these issues.</li> </ul>
Nurse/Nurse Practitioner**	<ul style="list-style-type: none"> <li>● Registered and in good-standing with respective provincial regulatory body</li> <li>● Provide nursing care for all participants and respond to medical incidents in accordance with scope of practice, training and Host Society medical protocols</li> <li>● Perform participant intake and triage at the Polyclinic</li> <li>● Responsible for patient care within the Polyclinic Infirmary</li> <li>● Assist with Polyclinic operations including the Medical Command Centre</li> <li>● May be assigned shifts at the Polyclinic or a sport venue</li> <li>● May be assigned overnight shifts in the Polyclinic</li> </ul>
Polyclinic Administration**	<ul style="list-style-type: none"> <li>● Assist with the operations of the Polyclinic</li> <li>● Assist with the operations of the Medical Command Centre</li> </ul>
Athletic Therapist (Polyclinic)**	<ul style="list-style-type: none"> <li>● Provide athletic therapy care in the Polyclinic in accordance with professional scope of practice, training, and Host Society Medical policies</li> <li>● Must be certified and in good-standing with Canadian Athletic Therapists Association</li> <li>● Must have valid professional liability insurance during Games time</li> </ul>
Registered Massage Therapist (Polyclinic)**	<ul style="list-style-type: none"> <li>● Provide massage therapy care in the Polyclinic in accordance with professional scope of practice, training, and Host Society medical policies</li> <li>● Must be registered with the College of Massage Therapists of</li> </ul>

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	<ul style="list-style-type: none"> <li>Ontario or Provincial equivalent</li> <li>Must have valid professional liability insurance during Games time</li> </ul>
Physiotherapist (Polyclinic)**	<ul style="list-style-type: none"> <li>Provide physiotherapy care in the Polyclinic in accordance with professional scope of practice, training and Host Society medical policies</li> <li>Must be registered with the College of Physiotherapists of Ontario or Provincial equivalent</li> <li>Must have valid professional liability insurance during Games time</li> </ul>
Chiropractor (Polyclinic)**	<ul style="list-style-type: none"> <li>Provide chiropractic care in the Polyclinic in accordance with professional scope of practice, training, and Host Society Medical policies</li> <li>Must be registered with the College of Chiropractors of Ontario or Provincial equivalent</li> <li>Must have valid professional liability insurance during Games time</li> </ul>
Mental Health Practitioner**	<ul style="list-style-type: none"> <li>Engage with participants in mental health distress to help de-escalate their current situation at a venue or the polyclinic</li> <li>Provide clinic hours at the Polyclinic to engage with participants to teach or help apply coping skills to manage mental health distress</li> <li>Use professional judgement and training to decide if a participant requires hospital care for their mental health distress</li> <li>Mental health professionals will not provide counselling services or develop new treatment plans</li> </ul>

### Merchandise & Ticketing

#### Overview

Volunteers in this area ensure the smooth operations of the merchandise locations at various venues. Working directly with the official merchandiser; RegattaSport, this role may require lifting items for stocking purposes; as well as financial transactions (Point of Sale system). Prior experience in retail sales is an asset. Volunteers in Ticketing ensure the smooth operations of the ticketing booth locations at various venues. Working directly with the official ticketing supplier; Sport Travel, this role will complete financial transactions (POS system). A friendly, outgoing customer service-oriented manner is required, as these positions have direct contact to influence a positive Games experience for all spectators.

#### Volunteer Roles and Descriptions

*Ticketing Crew	<ul style="list-style-type: none"> <li>Support the ticketing agent with selling tickets and handling ticketing inquiries</li> <li>Provide excellent customer service</li> <li>Possess excellent communication skills</li> </ul>
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*Merchandise Crew	<ul style="list-style-type: none"> <li>• Assist in selling Niagara 2022 merchandise at venues</li> <li>• Process sales and take payment, cash handling required</li> <li>• Provide excellent customer service and possess excellent troubleshooting skills</li> <li>• Maintain a clean and organized merchandise space</li> </ul>
Merchandise Supervisor**	<ul style="list-style-type: none"> <li>• Collaborate with Regatta Sport, Official Merchandiser of Niagara 2022</li> <li>• Report to Regatta Sport</li> <li>• Oversee the Merchandise activities in an assigned venue</li> <li>• Maintain communication with Venue Lead and other Venue Team Representatives</li> <li>• Provide excellent customer service and possess excellent troubleshooting skills</li> <li>• Keep stock of the inventory and places orders as needed</li> </ul>

### Mission Services

#### Overview

Mission Services volunteers ensure that all Mission teams have the operational and logistical support in non-sport matters throughout their stay in the Niagara Region. Individuals with intermediate or higher level of French skills are encouraged to choose this interest area, as this area directly serves athletes and provincial/territorial delegations from across the country.

#### Volunteer Roles and Descriptions

*Mission Centre Crew **	<ul style="list-style-type: none"> <li>• Operate the Mission Centre and support the 13 Provincial/Territorial Mission Teams</li> <li>• Assist in administrative tasks, office needs and equipment, team space bookings, accessing host information and other duties as assigned</li> </ul>
*Mission Centre Supervisor**	<ul style="list-style-type: none"> <li>• Responsible for the training, scheduling and supervising of the assigned Mission Ambassadors and Mission Services Crew</li> <li>• Liaise with Mission Teams to ensure service expectations are achieved</li> </ul>

### Opening & Closing Ceremonies

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### Overview

Ceremonies volunteers assist with the behind-the-scenes operations for the Opening and Closing Ceremonies. Volunteers in this area support rehearsals, cast and athlete marshalling, props and costumes. All volunteers will work on the show, but this role does not permit watching the show. This is a fast-paced, but also “hurry-up and wait” environment where giving and receiving clear instructions is critical and teamwork is very important. This role is of interest to anyone looking to experience how a live, large-scale, televised event is produced. Volunteers are required to be available for rehearsal and ceremony days.

### Volunteer Roles and Descriptions

Ceremonies Volunteer Lead	<ul style="list-style-type: none"> <li>Assists production and Volunteer Services of Niagara 2022 with the recruitment, assigning and scheduling of volunteers assigned to work backstage for the Opening and Closing Ceremonies.</li> <li>Duties include tracking and confirming volunteer assignments, communicating schedules and information to assigned volunteers, and recruitment as required.</li> </ul>
*Parade Marshall Leads	<ul style="list-style-type: none"> <li>Assist the Parade Manager with the logistics, training and execution of the Parade Marshalling plan.</li> <li>Same volunteer leads for both Opening and Closing Ceremonies</li> </ul>
*Parade Marshalls	<ul style="list-style-type: none"> <li>Members of the Participant Parade are responsible for greeting and marshaling the participants from the bus drop-off area to their holding area.</li> <li>May serve as Way-Finders or Ushers from the on-site holding area to the Back of House position for the entrance of the Parade and then to or within their designated seating area.</li> <li>Assist with the exit of the Participants from their seating area to the exit doors of the venue.</li> <li>Assist with the marshalling from the designated meeting point</li> </ul>
*Ceremony Assistants	<ul style="list-style-type: none"> <li>Assist the Stage Management Team.</li> <li>Duties include general assistance and support with the performer check-in desk, production office administration and general back of house operations.</li> </ul>
Performer Attendants**	<ul style="list-style-type: none"> <li>Assist in the checking in, greeting, and hosting of non-headline talent groups and individuals performing in the Opening and Closing Ceremonies</li> </ul>
Costume Crew**	<ul style="list-style-type: none"> <li>Assist with the inventory, labeling, possible alterations and maintenance, clean-up and re-set of costumes used during rehearsals, technical and dress rehearsals and performance of the Opening and Closing Ceremonies.</li> <li>Responsible for the set-up, distribution and clean up of all</li> </ul>

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	costume areas.
Props Crew**	<ul style="list-style-type: none"> <li>Assist with the inventory, possible assembly, maintenance, distribution, and retrieval of props during rehearsals, dress rehearsals and performances of the Opening and Closing Ceremonies.</li> </ul>

### Protocol

#### Overview

This area oversees the proper protocol management of four specific areas. (VIP lounges, VIP Hotel, VIP seating and Medal Presentations. Volunteers oversee and maintain the highest level of services to these specific areas and responsible accreditation services for VIPs to ensure a safe, enjoyable and memorable Games experience for all they interact with. As well, Protocol oversees all Medal Presentations on the final day of each event.

#### Volunteer Roles and Descriptions

Venue Lounge Crew	<ul style="list-style-type: none"> <li>Host VIPs and Media</li> <li>Maintain visibility at all times so VIPs know where designated seating areas are located and who to approach with questions/concerns</li> <li>Require SmartServe</li> </ul>
*Venue Lounge Supervisor**	<ul style="list-style-type: none"> <li>Oversee all VIP services and crew members at the venue</li> <li>Troubleshoot issues</li> <li>Require SmartServe</li> </ul>
*VIP Hotel Crew	<ul style="list-style-type: none"> <li>Welcome VIPs to the Games</li> <li>Distribute VIP accreditation badges</li> <li>Act as a hub of information for VIPs</li> <li>Individuals with intermediate or higher level of French skills are encouraged to choose this interest area</li> </ul>
*VIP Hotel Supervisor**	<ul style="list-style-type: none"> <li>Oversee all VIP services and crew members at the Host Hotel</li> <li>Address and resolve any issues that arise</li> </ul>
Venue Crew (Sitting Area)	<ul style="list-style-type: none"> <li>Greeting and ushering guests to their seats</li> <li>Ensuring that guest have the correct accreditation badges</li> <li>Monitoring access</li> </ul>
*Venue Supervisor (Seating Area)**	<ul style="list-style-type: none"> <li>Ensure proper training for Venue Crew</li> <li>Troubleshoot issues</li> <li>Monitor access</li> </ul>
Venue Medal Ceremony Crew	<ul style="list-style-type: none"> <li>Coordinate specific medal volunteer crew and ensure medals, plates and related medal ceremony items are on site.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Work with flag barriers and fit out podiums</li> </ul>
*Venue Medal Supervisor **	<ul style="list-style-type: none"> <li>• Ensure medalling is executed successfully by all venue medal volunteer crew, provide direction, ensure all required VIPs are in place for medal ceremonies</li> <li>• Ensure the proper training for all volunteers members part of the medal ceremonies</li> </ul>

### Sport Operations

#### Overview

Sport Operations is responsible for the planning and execution of an athlete-centred sport program that provides athletes from all Provinces and Territories with a fair opportunity to perform at their best. Volunteers working in this functional area will assist with elements including: Field of Play set-up; tear-down and management; Sport Equipment management; Results Management; Medal Ceremonies; Sport Schedule maintenance; Sport Information and other sport support services. During the Games, the Sport Operations functional area will ensure that we deliver the best possible Games experience for our clients, the athletes. Familiarity or past experience with sport is an asset.

#### Volunteer Roles and Descriptions

Sport Lead	<ul style="list-style-type: none"> <li>• Oversee planning and delivery of competition</li> </ul>
Minor Officials Supervisor	<ul style="list-style-type: none"> <li>• Ensure all minor officials are scheduled and performing their duties appropriately</li> </ul>
Minor Official	<ul style="list-style-type: none"> <li>• Role varies by sport</li> </ul>
Equipment/Field of Play Supervisor	<ul style="list-style-type: none"> <li>• Oversee Field of Play Equipment setup, take down, and transitions and supervise FOP Crew</li> </ul>
Equipment/Field of Play Crew	<ul style="list-style-type: none"> <li>• Support Field of Play Equipment setup and take down, equipment, etc.</li> </ul>
Schedule & Results Supervisor	<ul style="list-style-type: none"> <li>• Oversee communication of results and schedule changes to the Main Results Centre</li> </ul>
Schedule & Results Crew	<ul style="list-style-type: none"> <li>• Support Schedule &amp; Results Supervisor - running results sheets, posting around the venue, etc.</li> </ul>
Main Results Centre Supervisor	<ul style="list-style-type: none"> <li>• Oversee all Main Results Centre Crew</li> <li>• Validate sport competition results from venue</li> </ul>
Main Results Centre Crew	<ul style="list-style-type: none"> <li>• Responsible for the entry &amp; confirmation of all sport competition results</li> </ul>



## Sustainability

### Overview

Members of the Sustainability Team (Green Team) will provide on-the-ground service to ensure that waste is properly handled at the venues. The Green Team will interact with and educate venue staff, athletes, coaches and the public in educating them about proper waste management practices. The Green Team will also assist with maintaining, monitoring and reporting on green programs such as recycling, composting and waste diversion.

### Volunteer Roles and Descriptions

Green Team Crew	<ul style="list-style-type: none"> <li>• Provide on-the-ground service to ensure that waste is properly handled at the venue</li> <li>• Interact with the venue staff, athletes, coaches and spectators in educating them about proper environmental and sustainable waste management practices</li> <li>• Assist with maintaining, monitoring and reporting on green programs such as recycling, composting and waste diversion</li> </ul>
Green Team Supervisor	<ul style="list-style-type: none"> <li>• Provide guidance and oversight for the Green team and their respective venues</li> <li>• Determine the quantity of green team volunteers needed at each venue</li> <li>• Troubleshoot and assist at their venues during the time their venue is in use</li> </ul>

## Technology

### Overview

Technology volunteers are responsible for the commissioning, decommissioning and support of the technology equipment at all competition and non-competition venues. This includes the distribution and set-up/takedown of hardware such as laptops, wifi routers, printers, mobile phones and radios. Technology volunteers will provide on-site support in the lead up to and during competition. Prior experience with information technology and troubleshooting issues is an asset.

### Volunteer Roles and Descriptions

Technology Crew	<ul style="list-style-type: none"> <li>• Assist Games accredited personnel with assignments and troubleshooting of computers, radios, cell phones, printers</li> </ul>
Technology Supervisor	<ul style="list-style-type: none"> <li>• Provide supervision and support for all Technology Crew</li> </ul>



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volunteers in a variety of roles

- Work as part of the Operations Centre team and provide daily help desk startup/end of day requirements

## Transportation

### Overview

Transportation has the responsibility to plan, coordinate, and deliver an efficient, cost effective transportation system for the usage of Games participants and the Games family. The three key areas are: airport arrivals and departures, the bus shuttle system between the Athletes' Village and other locations to and from the venues, and Games fleet vehicles/Games motor pool. For insurance purposes in Ontario, drivers of any Games' vehicles must be 25 years of age or older, and hold a valid Ontario (or equivalent from other Provinces) Class G driver's license with a clean abstract.

### Volunteer Roles and Descriptions

*Arrivals & Departures Crew**	<ul style="list-style-type: none"> <li>Responsible for ground transportation spaces at the airport, load/unload zones, bus/fleet staging areas and in-airport assistance at welcome desk</li> <li>May involve rotating positions, working outside, standing and lifting</li> </ul>
Arrivals & Departures Supervisor**	<ul style="list-style-type: none"> <li>Oversee Arrivals &amp; Departures Crew and/or the management of a specific system at the venue (bus, motor pool, load zones, etc),</li> <li>May involve working outside, standing, walking and communicating with various Leads</li> <li>Interact with the Welcome area team</li> </ul>
*Motor Pool Dispatch	<ul style="list-style-type: none"> <li>Dispatch fleet + motor pool vehicles for all accredited Games clients</li> <li>Manage pre-booked vehicles, scheduled vehicles and on-demand vehicles as well as the associated drivers</li> </ul>
Motor Pool Clerk	<ul style="list-style-type: none"> <li>Oversee the daily management of pre-booked, scheduled and non-demand booking systems, associated drivers, shifts and check in/out procedures</li> </ul>
*Motor Pool Driver**	<ul style="list-style-type: none"> <li>Fulfill requests from dispatch to respond to requests for fleet + motor pool service and drive accredited participants to destinations</li> </ul>
*Motor Pool Supervisor**	<ul style="list-style-type: none"> <li>Supervise the commissioning and decommissioning of all fleet + motor pool vehicles</li> <li>Oversee Fleet + Motor Pool Crew volunteers and the day-to-day operations of motor pool, dispatchers and drivers,</li> <li>Maintain, record and prepare all required documents in relation to damage claims</li> </ul>
*Venues Transportation Crew**	<ul style="list-style-type: none"> <li>Load/unload teams, officials, and VIPs in load zones</li> <li>Manage parking lots and direct traffic</li> <li>May be rotated throughout role on venue and may work outside and stand for extended periods of time</li> </ul>

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*Venues Transportation Supervisor**	<ul style="list-style-type: none"> <li>• Oversee the Venue Transportation Crew</li> <li>• Assist in the loading and unloading of participants, officials, and VIPs</li> <li>• Assist in managing parking lots and directing traffic at the venue</li> <li>• Communicate as necessary to venue owner and Venue Lead</li> </ul>
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### Village Services

#### Overview

This area provides exceptional service to the athletes, coaches, team officials and provincial/territorial delegations during the Games. Volunteers assist in an assortment of roles at the Athletes' Village in the areas of accommodations, athlete services, entertainment and Village operations. Excellent customer service skills are required. Troubleshooting and strong decision making skills are important to manage any issues that may arise on site.

#### Volunteer Roles and Descriptions

*Entertainment Crew **	<ul style="list-style-type: none"> <li>• Assist with the delivery of the Athletes' Village Entertainment plan</li> <li>• Responsibilities include signing out, monitoring and securing entertainment equipment</li> <li>• Assist entertainment providers with setup and execution of their services</li> <li>• Engage with athletes to ensure entertainment activities enhances overall Games experience</li> </ul>
Entertainment Supervisor **	<ul style="list-style-type: none"> <li>• Oversee the Athlete Entertainment Crew</li> <li>• Responsible for troubleshooting any Athlete Entertainment related issues</li> <li>• Ensure all entertainment equipment, space and providers/performers are made available and delivered as per the Athletes' Village Entertainment plan</li> <li>• Engage with athletes to make adjustments to entertainment plans as required, with approval from the Village Mayor</li> </ul>
*Village Services Crew **	<ul style="list-style-type: none"> <li>• Deliver all required athlete services elements, including information centre, secure storage and athlete/coach service areas</li> <li>• Assist in accommodations areas including: access control and information desks</li> <li>• Use creativity to come up with relevant and innovative athlete services to enhance the overall athlete experience</li> </ul>
Village Services Supervisor**	<ul style="list-style-type: none"> <li>• Oversee the Village Services Crew</li> <li>• Assist in the delivery of the Athletes' Village services</li> <li>• Assist with the arrival and departures and orientation process for all Niagara 2022 participants</li> </ul>



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Village Services Mayor \*\*

- Act as the main venue point of contact for all village operations and logistics
- Work with all functional Areas within the Village to execute daily functions and liaise with the venue owner to troubleshoot as needed

**Volunteer Services**

**Overview**

Volunteers in this area work in numerous capacities designed to support the volunteer workforce through the various phases of Niagara 2022. At Games-time, Volunteer Services oversee the volunteer experience. Stationed in the venue volunteer lounges, volunteers in this area serve as the main point of contact for check-in/check-out, resolve accreditation issues, as well as maintaining volunteer food service areas. Volunteers deployed in this role need to be customer-service oriented and enjoy working with all individuals.

**Volunteer Roles and Descriptions**

Volunteer Services Crew	<ul style="list-style-type: none"> <li>• Assist in check-in and check-out at the volunteer desk</li> <li>• Help keep the volunteer lounge break area clean</li> </ul>
Volunteer Services Supervisor	<ul style="list-style-type: none"> <li>• Oversee the Volunteer Services Crew</li> <li>• Manage daily volunteer schedule for volunteer check-in</li> <li>• Assist other Functional Areas to address volunteer shortfall during shifts</li> <li>• Ensure timely resolution of all volunteer matters Provide assistance to volunteers in resolving accreditation needs at the venue</li> </ul>

**No Preference**

If all of the above roles are in your wheelhouse of interest, you can select “No Preference” and we will place you where we need you most. Selecting this option means you are willing and able to be placed anywhere and do anything.