



Title:	Document Control Template
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ID #:	PD.HR.0268.09.20
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Review Date:	11.September.2020

Volunteer Role

Title:	Volunteer Ambassador, Sport Operations
Reporting to:	Supervisor, Maintenance & Sport Operations
Department:	Whistler Olympic Park

Overview

Volunteer Ambassador, Sport Operations, is an important component of our sport delivery initiatives at Whistler Olympic Park to grow sport. This role assists our operations team to prepare facilities for events, programs and training activities. Members of this team will participate alongside staff and sport club volunteers to assist with venue preparations primarily in the lead-up to sport events and programs. This can be a physically demanding role and may include activities at the biathlon range, ski jumps, training jumps, cross-country trails, ski play area, or at other sport facilities within the venue.

In addition to physical capacity, volunteers must have enthusiasm for sport delivery and a desire to be part of a team. This is a seasonal role with the bulk of activity occurring on week-ends, in the lead-up to weekend events and sport program activity. Volunteer support may also be requested on Wednesday afternoon / evenings, and occasional Fridays.

Volunteering is based on a minimum of 40 hours per season with a commitment of ten (10) four (4) hour shifts (10 x 4-hour shifts). Sign up is via the on-line schedule as directed and is subject to each team's schedule of open shifts (i.e., week-ends, week days, or evenings).

Responsibilities

- Attend all Volunteer Orientation sessions
- Under the direction of the Supervisor, Maintenance & Sport Operations complete tasks with WOP staff, sport organization volunteers, and other Volunteer Ambassadors
- Perform physically demanding activities such as Biathlon Range, Stadium and Jump preparation tasks, snow raking, installing/removing fences, ski play terrain building
- Assist with Ski Jumps packing (personal alpine boots required for ski packing /crampon use)
- Assist at chairlift; snow clearing, ticket validation, guest information / orientation
- Snowmobile transport
- Assist WOP and volunteer sport organizations to deliver exceptional sport events and programs
- Respond to snow sport inquiries, be knowledgeable about Whistler Sport Legacies programs and activities
- Carry out Whistler Sport Legacies' customer service philosophy: AIM (all interactions matter)
- Assist team with other duties as requested
- Reliable winter transportation is needed as WOP is not serviced by transit



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Role

Education/Experience

- Outdoor sport facility experience an asset
- Manual labour experience an asset
- Must be 18 years of age or older
- Satisfactory Criminal Record Check
- First Aid and/or CPR certification an asset
- Good physical fitness level is beneficial to carry out duties
- Knowledge of Whistler Olympic Park and the Callaghan Valley an asset
- Keen and “can do” attitude
- Desire to help build a vibrant sport and recreation community within the Sea To Sky Corridor

Skills

- Cross country or Alpine / Backcountry ski skills
- Experience using crampons an asset
- Snowmobile driving skills are beneficial
- Awareness of own skill level and willingness to ask for help from team when required
- Willingness to assist other team members as requested
- Passion for exceptional customer service is essential

Physical Expectations

- Ability to be outdoors in variable weather conditions for long periods of time
- Ability to stand for long periods of time
- Ability to regularly lift 50lbs