



CALGARY NATIONAL BANK CHALLENGER COMMITTEE & VOLUNTEER DESCRIPTIONS FOR EVENT TIME ROLES

ACCREDITATION

Overview

Accreditation ensures that all participants including athletes, coaches, officials, volunteers, and tournament staff are issued the correct identification and zone privileges for the Calgary National Bank Challenger. Tasks include producing and distributing accreditation badges, managing the accreditation database, handling accreditation concerns, and answering event-related questions. This role requires time laminating and distributing badges and/or uniforms. Computer and customer service skills are required.

Volunteer Roles & Descriptions

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

BALL CREW

Overview

Ball crew work on courts to provide supplies for the players. The main responsibility is to retrieve and provide balls and hand out towels to players between points.

Volunteer Roles & Descriptions

BALL CREW MEMBERS	<ul style="list-style-type: none"> • Juniors from 10 years old and older, or young adults • Ability to stand or kneel for long periods of time • Ability to focus and pay attention to the action on the court • Retrieve balls and provide balls for players during matches • Hand towels to players between points • Fill water station and assist with court preparation before matches
BALL CREW SUPERVISORS & LEADS	<ul style="list-style-type: none"> • Must have previous ball crew experience at the Calgary National Bank Challenger or other major tennis event would be an asset • Provide training to ball crew • Schedule, coordinate, oversee the ball crew for matches • Available to be on site during the event • Able to stand and walk for a long period of time • Arrange and organize supplies for the ball crew to give out to players • Address and resolve any challenges that may arise and report to the Tournament Director as required

COMMUNICATIONS & MEDIA RELATIONS

Overview

Communications & Media Relations volunteers support media, including broadcasters and webcasters to cover the Calgary National Bank Challenger. Volunteers may assist with press conferences, support the Tournament Director, and event staff to manage media requests and athlete interviews and keep the Main & Venue Media Centre tidy. The Photography Team is a group of creative, passionate, and energetic volunteers responsible for telling the story and capturing the unforgettable moments of the Calgary National Bank Challenger (competition, ceremonies, activations). Volunteers in this

area will have media access at the tournament venue. Members of the Photography Team will be required to own their own photography equipment. Photography experience is considered an asset.

Volunteer Roles & Descriptions

MEDIA CENTRE CREW	<ul style="list-style-type: none"> • Provide hosting support to media at the tournament venue • Assist with daily set up and clean-up tasks for Media Centre • Assist Tournament Director to help tell stories of the Calgary National Bank Challenger • Ideally would offer services in both in English and French, but not mandatory
MEDIA CENTRE SUPERVISOR	<ul style="list-style-type: none"> • Oversee the Media Centre crew and provide hosting support to the media at the venue • Provide hosting support to media at the tournament venue • Assist with daily set up and clean-up tasks for Media Centre • Assist Tournament Director to help tell stories of the Calgary National Bank Challenger • Ideally would offer services in both in English and French, but not mandatory • Assist Tournament Director in communicating out match results and available photos to all media at the end of the day
WEBSITE ADMINISTRATOR CREW	<ul style="list-style-type: none"> • Edit and enter content into website • Ideally fluent in English & French; editing experience is desired • Experience with content management systems is desired
PHOTOGRAPHER	<ul style="list-style-type: none"> • Use unique artistic vision to take pictures of the tournament venue, atmosphere and competitors during the live sporting events and activations • Responsible for culling, editing and uploading photos and maintaining daily photo galleries • Photographers must have their own photography equipment (DSLR cameras, tripods, flash)
PHOTOGRAPHY SUPERVISOR	<ul style="list-style-type: none"> • Provide support to the Photography Team and media services team through fielding questions • Contribute to the development of shot and equipment lists and answer technical questions • Advise on volunteer scheduling, pre-event tours and assist with training and onboarding • Address access issues for both media and volunteer photographers
IMAGE CURATOR	<ul style="list-style-type: none"> • Responsible for creating/managing photography collections & tagging photographs with relevant keywords • Assist the social media team in culling and selecting daily photos for usable content

EVENT SERVICES

Overview

Event Services is responsible for the planning and execution of all spectator services at the Calgary National Bank Challenger competition venue. Volunteers working in this functional area assist with services such as ticket taking, greeting, will-call, access control monitoring, and the general ushering of spectators. During the event, 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 venue experience a phenomenal event. Most roles will interact with the public requiring strong customer service skills and a positive attitude.

Volunteer Roles & Descriptions

USHERS	<ul style="list-style-type: none"> • Assist spectators to appropriate seating areas
INFORMATION DESK AGENT	<ul style="list-style-type: none"> • Operate the information kiosk. Respond to spectator inquiries, provide excellent customer service • Provide assistance and information to spectators as needed
GREETERS	<ul style="list-style-type: none"> • Welcome spectators • Provide directions for spectators at the door for ticket purchases and admissions. • Provide an excellent customer service experience
ACCESS CONTROL	<ul style="list-style-type: none"> • Validate admission and accreditation for access to the venue • Provide access control to operational spaces in venues
SUPERVISOR EVENT SERVICES	<ul style="list-style-type: none"> • Oversee the Event Services Crew at the venue • Schedule, coordinate, oversee, assign, and rotate all Event Services positions • Address and resolve any challenges that may arise and report to Event Services Lead as required
ROVER CREW	<ul style="list-style-type: none"> • Assist in moving supplies, beverages or other event materials as required

VENUE SETUP / TAKE DOWN SERVICES

Overview

Venue Services is responsible for transforming the Alberta Tennis Centre into a competition ready venue and encompasses all the temporary work required to bring the venue up to the 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 the facility 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 the venue ready for competition. During the competition days Venue Services 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.

Volunteer Roles & Descriptions

VENUE SERVICES CREW	<ul style="list-style-type: none">• Create an event ready venue; support the event execution of venue operations through venue level logistics; and return the event to its pre-event condition when the event is over• Participate in the commissioning and decommissioning of the venue• Complete venue level logistics such as receiving venue deliveries, inventory management, and other general support to the functional areas
VENUE SERVICES SUPERVISOR	<ul style="list-style-type: none">• Ensure the successful set-up and subsequent tear-down of the venue, as well as ensuring the successful operation of the venue through the management of venue-level logistics• Manage the venue services crew• Support the execution and commissioning and decommissioning of the venue, including on-site contractor support and direction• Oversee venue-level logistics (receiving deliveries, daily inspections, inventory management, other general support)
JANITORIAL & MAINTENANCE	<ul style="list-style-type: none">• Court cleaning• Venue cleaning

FOOD SERVICES & SECURITY

Overview

Food Services volunteers assist in various activities relating to the feeding of events athletes, volunteers and officials at 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 & Descriptions

VENUE FOOD & BEVERAGE ATTENDANT	<ul style="list-style-type: none">• Oversee all lounges (player/volunteer/officials) at tournament venue to ensure lounge is stocked with food and beverages• Ensure food services area at the venue remains clean
VENUE FOOD & BEVERAGE SUPERVISOR	<ul style="list-style-type: none">• Oversee the tournament venue food & beverage attendants• Assist with the commissioning and decommissioning of the tournament venue food service area• Collect and submit any food and beverage orders back to Food & Beverage operations
SECURITY SERVICES	<ul style="list-style-type: none">• Validate admission and accreditation for access to the venue• Provide access control to operational spaces in venues• Ensure the safety of players, officials and tournament staff throughout the tournament

LOOK & SIGNAGE

Overview

This area ensures that the tournament venue has 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 & Description

LOOK & SIGNAGE CREW	<ul style="list-style-type: none">• Install look & signage during the lead-up to the event 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">• Liaise with the Event Services Supervisor at the tournament venue to coordinate the schedule for the installation of the Look & Signage elements.• Manage the installation team of volunteers during the commissioning and decommissioning phase.

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 tournament in setting up their activations. These volunteers assist during the commissioning and decommissioning of activations. Throughout the duration of the tournament, 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.

Volunteer Roles & Description

PARTNERSHIP ACTIVATION CREW	<ul style="list-style-type: none">• Support on-site sponsors and partners to ensure signage and activations operate according to their agreement
SPECTATOR EXPERIENCE CREW	<ul style="list-style-type: none">• Deliver fan engagement events and programs. Warmly greet fans as they arrive, promoting a friendly and positive atmosphere.• Engage and entertain fans prior to gates opening.• Communicate positively and professionally

SPECTATOR EXPERIENCE SUPERVISOR	<ul style="list-style-type: none"> Oversee Spectator Experience Crew and work closely with the Tournament Director Manage all fan engagement events and programs and work closely with venue announcers
PA ANNOUNCER "EVENT HOST"	<ul style="list-style-type: none"> The PA Announcer is the voice coaches, athletes, fans, and organizers can trust to relay pertinent information on the event PA Announcer or event host will conduct on court interviews and will be known as a "presenter"

MEDICAL SERVICES

Overview

This area oversees the medical care for athletes at the tournament venue. 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. Additional screening and proof of certification must be provided to the Tournament Director.

Volunteer Roles & Description

MEDICAL DOCTOR	<ul style="list-style-type: none"> Registered and in good standing with respective provincial regulatory body Provide physician care to participants in accordance with scope of practice, training and ATP Challenger Tour medical policies and procedures Respond to medical emergencies in accordance with scope of practice, training and ATP Challenger Tour medical policies and procedures May be assigned to a specific venue as required by the Tournament Director
ANTI-DOPING CHAPERONE	<ul style="list-style-type: none"> Report to the assigned ATP Challenger Tour Doping Control Officer Operate in accordance with Canadian Centre for Ethics in Sport protocols, policies, and procedures Notify the athletes selected for sample collection 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
ATHLETIC THERAPIST	<ul style="list-style-type: none"> Provide athletic therapy care at the tournament venue in accordance with professional scope of practice, training, and ATP Challenger Tour Medical Policies Must be certified and in good standing with Canadian Athletic Therapists Association Must have valid professional liability insurance during Games time
PHYSIOTHERAPIST	<ul style="list-style-type: none"> Provide physiotherapy care at the tournament venue in accordance with professional scope of practice, training, and ATP Challenger Tour Medical Policies Must be registered with the College of Physiotherapists of Alberta or Provincial equivalent Must have valid professional liability insurance during Games time

TICKETING

Overview

Volunteers in this area ensure the smooth operations of the ticketing box office at the tournament venue. Working directly with the official ticketing supplier; Showpass, 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 tournament experience for all spectators.

Volunteer Roles & Description

TICKETING CREW	<ul style="list-style-type: none"> Support the ticketing agent with selling tickets, corporate box sales, or VIP passes and handling ticketing inquiries Provide excellent customer service Possess excellent communication skills
TICKET TAKERS (scanners)	<ul style="list-style-type: none"> Validate admission to the venue (tickets, corporate box holders, passholders)
WILL CALL	<ul style="list-style-type: none"> Responsible to coordinate the pick-up/drop off tickets, accreditation sign in and sign out Assist with the drop off and pick up of vehicle keys Distribute accreditation passes and badges to those arriving at the tournament venue

CEREMONIES (Opening & Award)

Overview

Ceremonies volunteers assist with the behind-the-scenes operations for the Opening and Award Ceremonies. 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.

Volunteer Roles & Description

CEREMONIES CREW & LEAD	<ul style="list-style-type: none"> Assists production and the recruitment, assigning and scheduling of volunteers assigned to work backstage for the Opening and Award Ceremonies. Duties include tracking and confirming volunteer assignments, communicating schedules and information to assigned volunteers, and recruitment as required.
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TENNIS EVENT OPERATIONS

Overview

Tennis Event Operations is responsible for the planning and execution tennis competition. 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; Practice schedule; Maintenance; Sport Information and other event support services.

Volunteer Roles & Description

SCHEDULE & RESULTS CREW	<ul style="list-style-type: none">Oversee communication of results and schedule changes to the Main Results Centre
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SUSTAINABILITY

Overview

Members of the Sustainability Team (Green Team) will provide on-the-ground service to ensure that waste is properly handled at the tournament venue. The Green Team will also assist with maintaining, monitoring and reporting on green programs such as recycling, composting and waste diversion.

Volunteer Roles & Description

GREEN TEAM CREW	<ul style="list-style-type: none">Provide on-the-ground service to ensure that waste is properly handled at the venueAssist with maintaining, monitoring and reporting on green programs such as recycling, composting and waste diversion
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TRANSPORTATION

Overview

Transportation has the responsibility to plan, coordinate, and deliver an efficient, cost-effective transportation system for the usage of Challenger participants, coaches, officials, and tournament staff. The three key areas are: airport arrivals and departures, daily shuttle system between the tournament hotel to the venue. For insurance purposes in Alberta, drivers of any tournament vehicles must be 25 years of age or older and hold a valid Alberta (or equivalent from other Provinces) driver's license with a clean abstract.

Volunteer Roles & Description

AIRPORT GREETERS	<ul style="list-style-type: none">Greet players, coaches, officials, and tournament staffMay involve rotating positions, working outside, standing and lifting
TRANSPORTATION DRIVERS	<ul style="list-style-type: none">Pick up and drop off players, coaches, officials and tournament officials at the airport/tournament venue and tournament hotelDrivers must be 25 years of age or older and hold a valid Drivers License from Alberta (or equivalent from other Provinces) with a clean drivers abstract
TRANSPORTATION SUPERVISOR	<ul style="list-style-type: none">Coordinate driver schedules and pickup/drop off times for players, coaches, officials, and tournament staff
TRANSPORTATION SCHEDULE COORDINATOR	<ul style="list-style-type: none">Coordinate the arrival and departure of players, coaches, officials, and tournament staff arriving at YYC international airportTransportation Schedule Coordinator will liaise with the Transportation Supervisor to arrange drivers to pickup/drop off players, coaches, officials, and tournament staff at the airport/venue/hotel.Coordinate the airport greeter assignments and schedules

VOLUNTEER SERVICES

Overview

Volunteers in this area work in numerous capacities designed to support the volunteer workforce through the various phases of Calgary National Bank Challenger. During the event, 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 & Description

VOLUNTEER SERVICES CREW	<ul style="list-style-type: none">Assist in check-in and check-out at the volunteer deskHelp keep the volunteer lounge break area clean
VOLUNTEER SERVICES SUPERVISOR	<ul style="list-style-type: none">Oversee the volunteer services crewManage daily volunteer schedule for volunteer check-inAssist other functional areas to address volunteer shortfall during shiftsEnsure timely resolution of all volunteer matters provide assistance in resolving accreditation needs at the venue.

NO PREFERENCE

If all 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.