



Title:	Document Control Template
Function:	(Used as template, explained by SOP01)
ID #:	PD.HR.0220.09.17
Approved:	HR
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Volunteer Role

Title: Volunteer Ambassador, Sport School

Reporting to: Manager, Sport and Programming

Department: Whistler Olympic Park

Overview

The Volunteer Ambassador, Sport School, assists Sport Coaches to enhance the instructional experience of guests participating in Sport School programs which is an important component of our sport delivery initiatives at Whistler Olympic Park and to grow sport. This is a skiing role that requires a competent level of classic and skate skiing. This role assists coaches with lesson preparation and delivery, staging, rental equipment fitting and returns, group supervision, and instruction. This is a seasonal volunteer role with the majority of school programs occurring Monday to Friday, 10:00am to 2:00pm. Occasional evening/weekend program shifts may be available.

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, Sport and Recreation complete tasks with WOP staff, other professionals, and Volunteer Ambassadors
- Assist Sport Coach to set up class equipment, assign rental equipment, and support delivery of ski instructional sessions
- Prepare and monitor instructional and ski play areas to ensure safety and fun
- Light physical work; shoveling of ski play area, and setting up of instructional tools / games
- Knowledgeable about Whistler Sport Legacies, and respond effectively to snow sport inquiries
- 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

Role

Education/Experience

- Experience skiing with and teaching children and youth required
- RCMP Criminal Record Check required prior to first volunteer shift
- Cross-country ski skills required



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- Must be 18 years of age or older
- First Aid and/or CPR certification an asset
- Knowledge of Whistler Olympic Park and the Callaghan Valley an asset
- Desire to help build a vibrant sport and recreation community within the Sea To Sky Corridor preferred

Skills

- Keen and “can do” attitude
- Ability to connect and play with children and youth
- Positive and energetic attitude
- Ability to guide children safely through skiing and physical activities
- 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

- Good physical fitness level is beneficial to carry out duties
- Ability to ski 5–10 km during a 4-hour shift
- 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