



Job Description: Volunteer Coordinator
Mat-Su 2024 Arctic Winter Games
902 E. Palmer-Wasilla Hwy, Palmer, AK 99645

Arctic Winter Games Overview

The Mat-Su 2024 Arctic Winter Games Host Society was formed to plan and deliver a world class sporting and cultural event, welcoming 2,000 participants and an equal number of volunteers, from around the circumpolar north. This event includes 21 traditional indoor and outdoor winter sport competitions as well as a weeklong Indigenous cultural exchange program. The Mat-Su 2024 Arctic Winter Games will be held March 10-16, 2024.

Position Description

The Arctic Winter Games carries a remarkable history of volunteer service. In 2018, 1,377 volunteers received accreditation tags and served in hosting the Games.

In coordination with the Volunteer and Protocol Director, the Volunteer Coordinator will establish a formal recruitment, vetting, training, and recognition program for all Arctic Winter Games volunteers. They will need to ensure that youth ambassadors from other contingents are also vetted and scheduled appropriately for volunteer shifts. The Volunteer Coordinator will be trained to use the Games and Events Management Software (GEMS) to register volunteers, schedule shifts and assignments, and track background checks and training.

Key Responsibilities

1. Volunteer Recruitment and Registration- develop a strategy to recruit volunteers at local sporting events, craft markets, community celebrations, etc. The strategy must include a system of keeping track of contacts and providing on-going communication. All volunteers must be registered in GEMS.
2. Training- Provide a general orientation as well as organize for specific training related to specific assignments.
3. Volunteer Handbook- Work with a committee to develop Volunteer Screening Guidelines, relevant policies for volunteers, security practices, and orientation information.
4. Uniforms- Work with the merchandise team to develop a "uniform" for every volunteer. Colors of uniforms can help identify the team the volunteer is working with. Past Host

Societies have provided a jacket and tee-shirt for volunteers as an incentive for people to sign up. Volunteer uniforms are required to be worn while volunteering.

5. Develop needs list for volunteers- Work with each functional area of the organization to develop a list of volunteer needs.
6. Scheduling- Build a scheduling framework in GEMS; Train committee chairs on scheduling module; Educate volunteers on scheduling process; Manage and deploy on-call volunteers during Games week.
7. Volunteer Care and Comfort- Set up and monitor volunteer lounges during the Games, and create a system for volunteers to get support if problems arise during the Games.
8. Recognition- Develop a program for volunteer recognition based on hours served. Recognize volunteer time with specific pins. Organize a volunteer appreciation party immediately after the Games. Include a plan to provide volunteers with free access to their sport venues or cultural events, outside of their scheduled shifts. When the Games are entirely over, a final volunteer recognition event will be planned that gives volunteers a chance to purchase merchandise and Games equipment at a discounted price.
9. Youth Volunteers, Spirit Squad, Ambassador Program - Youth 16 years of age and older can volunteer as described in the Arctic Winter Games International Committee (AWGIC) Policy. Youth under 16 years are organized into a "Spirit Squad" under the supervision of adult volunteers, and attend events leading up to and during the Games to cheer on participants and build excitement. The Ambassador Program is a specific program outlined by the AWGIC to be activated for Games week.

This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position. Additional duties may be assigned by the General Manager.

Position Requirements

1. Excellent oral and written communication skills.
2. Strong training and presentation skills.
3. Interpersonal skills and the ability to relate effectively to people of diverse backgrounds and education levels.
4. Knowledge of group dynamics, customer maintenance techniques, negotiation skills, and the ability to effectively implement programs is preferred.
5. Strong organizational skills and the ability to handle multiple and continuously evolving priorities effectively are required.
6. Recruiting experience OR the ability to effectively communicate and represent the Mat-Su 2024 AWG mission and activities in a positive and realistic manner preferred.
7. Other Skills: Intermediate proficiency with MS Office applications, including Word, Excel, PowerPoint, and Outlook and a strong working knowledge of GSuite and database driven software. (GEMS experience a plus)

Salary: \$4,000/ month

Position Type: Temporary, flexible scheduling due to some evening and weekend events.
Hybrid some remote work with an in office requirement for team meetings and events.

Full Time (November 1, 2022- April 30, 2024)

Benefits not included

Closing Date: When filled

Posting Type: External Only (Post October 7, 2022)

To apply: Send cover letter and resume, to include three current references. References will likely be contacted prior to the interview.

Kerry Quade, General Manager

Mat-Su 2024 Arctic Winter Games Host Society

kerry.quade@awg2024.org

We appreciate the interest of all applicants; however, only those individuals selected for interviews will be contacted.