



2017 Leith Wheeler Stanley Park Open Head Volunteer Coordinator

The Leith Wheeler Stanley Park Open is in its 86th year as the largest amateur tennis tournament in North America and one of the largest annual community events in Vancouver.

The event is in search of a Head Volunteer Coordinator to help organize and lead the great team of volunteers that work with us each year to successfully complete all day to day operational tasks throughout the 17 day event. Working alongside the Tournament Director, the selected candidate is responsible for recruiting, training and organizing the volunteer team, while maintaining a fun environment and sense of community created by this historical event at Stanley Park.

The ideal candidate will have had experience in a similar role and should demonstrate the following qualities:

- Friendly and positive attitude*
- Highly motivated*
- Ability to recruit 100+ volunteers*
- Ability to lead and manage a large team*
- Efficient multi-tasker*
- Must possess efficient time-management/scheduling skills*
- Excellent communication skills*
- Experience working large scale events*
- Ability to work independently & in a team dynamic*
- Ability to work under pressure*
- Must possess proficient skills in Microsoft Word, excel, outlook, PowerPoint, etc.*

Job Duties and Responsibilities

(Other duties may be assigned as appropriate):

- Develop, promote, and maintain a wide range of volunteer opportunities for the 86th Leith Wheeler Stanley Park Open,
- Create and maintain Volunteer Service Descriptions for each volunteer role (support from Tournament Director),
- Ensure volunteers are staffed to support the various areas of operations,
- Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workforce needs to support volunteer program operations,
- Conduct and/or arrange for volunteer orientation and training,
- Schedule all volunteer shifts for the 17 days of the tournament,



- Organize and participate in volunteer recognition programs and special events – for example, coordinating the volunteer appreciation party in the fall,
- Evaluate all aspects of volunteer roles to ensure effectiveness and to recommend/implement changes as appropriate,
- Recruit, interview, and place applicants for volunteer positions,
- Work with the Director of Marketing and Communications to publicize opportunities for volunteers through different social media platforms, organizations, and to create new avenues in getting the word out,
- Provide ongoing support and guidance for volunteers throughout the event,
- Act as the main point of contact for communications with all volunteers,
- Confer with volunteers to resolve grievances and promote cooperation and interest in their duties,
- Work proactively with the tournament staff to provide accurate information and assistance to the volunteers,
- Send confirmation and reminders to volunteers ensuring they'll be onsite for their designated shifts,
- Work with volunteers and staff to manage/assist groups before they arrive and upon arrival to provide the best experience and minimize confusion and problems,
- Conduct post-event surveys (in collaboration with TBC), specific to volunteers to track successes and identify problems so that relationships are maintained and system improvements are made in the future,
- Assess volunteer feedback received through survey post-event (in collaboration with TBC staff),
- Willingness to work long hours in hot/cold weather and endure physical situations such as heavy lifting,
- Use/access of own laptop and phone,
- Previous work experience in event management and planning.

Compensation is based on time commitment, level of experience, and skill set. This position will begin January 3rd, 2017 on a casual (part time) basis leading up to the event and onsite presence will be required throughout the duration of the event, June 30th – July 16th, 2017. The successful candidate can work remotely, but must be available for bi-weekly meetings and weekly meetings closer to the tournament date with TBC staff.

If you believe you can successfully implement the responsibilities and duties of this job and are interested in joining our team for the 86th Leith Wheeler Stanley Park Open, please send your cover letter and resume via email to Katey Conway at kconway@tennisbc.org.

Application deadline closes Friday, November 25th. Only the selected candidates will be notified in regards to the interview process.