

# Ragged Mountain Ski Team Volunteer Program

**Volunteering is important and REQUIRED. Please read thoroughly!**

## Introduction

It is often said “it takes a village”... and that couldn’t be more, true than when it comes to organizing successful Alpine race events! Being part of our ski team is truly being part of a community. A community of committed family members, friends, coaches, and Board members, all invested in the success of the Ragged Mountain Ski Team. Ragged Mountain typically hosts 6 - 8 NHARA/USSS race events per year that need volunteers.

Part of your role as a parent of an RMST athlete is to support the team and our Ragged Mountain-hosted events in a variety of volunteer positions; all designed to ensure a successful race day and equitable use of your time. Volunteers are a crucial part of keeping the cost of a ski team down and contribute to the overall success of the team and Ragged Mountain.

We couldn’t do this without you! It takes nearly 50 people to host a successful race event. Your support and commitment is crucial to our success in ensuring Ragged Mountain continues to be a vital member of the ski racing community.

## Family Requirements

Each family is required to fulfill a set amount of “volunteer points” per athlete, with consideration to families with multiple athletes. These points are established each year in advance of the season beginning and are based on the number of Ragged-hosted races and available volunteers as derived from the registration process. **Each family must fulfill a minimum number of points**, with incrementally more required for those families with multiple athletes. The family points required are determined based on the highest level athlete in the program.

Multiple family members can contribute, across multiple event dates or on a single day – work out a schedule that works for you and your family! Please note all volunteers must be 18 years old or older, unless otherwise approved by the Competition Program Director.

**SAMPLE Seasonal Volunteer Points Requirement (actual points to be confirmed each year in advance of volunteer signups):**

Highest Athlete Level	First Athlete – Family Commitment	2 or More Athletes – Family Commitment
Race Development Team and Lil’ Rippers	2 points	3 points
U10 – U19+	4 points	6 points
Masters	N/A	N/A
RMST Board Member	Waived unless program requirements dictate otherwise	Waived unless program requirements dictate otherwise
Coach/Crew	Waived unless program requirements dictate otherwise	Waived unless program requirements dictate otherwise

# How to Sign Up

Signups will be announced in advance of the race season for available roles and races. Signups will be completed online, with the link emailed to families in advance. Families who have signed up for their commitment by the published deadline and fulfill their family point commitment will be entered into a raffle at the end of the season for a Ragged Mountain season pass (see below).

Volunteers who need lift tickets in order to fulfill their race day commitment will be provided a ticket by the Volunteer Registrar the morning of the event upon checking in.

## Incentive for Early Commitment

Families who successfully sign up for their required volunteer commitments by the published deadline, will receive an incentive to be identified in advance of the volunteer commitments signup window start date. The Volunteer Coordinator will confirm this early commitment, at which time the family will receive an email with instructions on how to obtain and redeem the incentive.

## Reminders

Reminders of volunteer assignments will go out no less than one week prior to the event.

## Unfulfilled Commitments

### Arranging for coverage

Back to “it takes a village”... families are encouraged to arrange for volunteer coverage in advance by either soliciting help from other family members or friends, or by arranging for alternate coverage from another family. The RMST ski team family directory can be accessed within your Ski Club Pro account ([raggedmtn.skiclubpro.com](http://raggedmtn.skiclubpro.com)).

If you find yourself in the position of having to cancel your race day commitment, email the Volunteer Coordinator ideally *no less than 72 hours ahead of the scheduled date and time*. Cancellations received after that timeframe may not get a response until the following week. In the response, you will receive the link to sign up for a future event. If this is not a viable alternative, please include that explanation in your cancellation email. The Volunteer Coordinator and Competition Program Director will make every attempt to accommodate your situation.

***A financial penalty of \$450 for a single athlete, and a second \$450 for 2 or more athletes, will be imposed for unfulfilled volunteer commitments.*** Unfulfilled commitments will result in a penalty of \$450 for the first point commitment and an additional \$450 for any additional athlete(s) point commitment for a total maximum penalty of \$900/family. Forfeiture payments must be completed following the conclusion of the last hosted event in the form of a check made payable to “Ragged Mountain Resort. Should such penalties not be paid, the penalized family will not be allowed to register for subsequent seasons until such payment is received.

# Alpine Event Role Descriptions

## Quick Reference Guide

### Volunteer Roles – No Certifications Required

	Available for Parent Signup	Activity Location	Best for non-skier	Recommended Skiing Level	Point Credit	Arrival Time
Chief of Registration	No	Indoors	Yes	None Required	Assigned by RMST	7:00am
Volunteer/Coach Registrar	Yes	Indoors	Yes	None Required	1	7:00am
Athlete Registration	Yes	Indoors	Yes	None Required	.5	7:00am
Bib Collection	Yes	On-Snow	Yes	None Required, may be helpful if course is set high on hill	.5 (may be combined with Athlete Registration for full point)	12:00pm (Varies)
Hand Timers	Yes	On-Snow	Yes	None Required, may be helpful if course is set high on hill	1.5	8:00am
Head Gate Judge	No	On-Snow	No	Intermediate to Advanced	Assigned by RMST 2	7:30am
Gate Judges	Yes	On-Snow	No	Intermediate to Advanced; none for lower gates	1.5	8:00am
Course Set-Up, Maintenance, and Tear-Down	Yes	On-Snow	No	Intermediate, must be confident side-slipping steep terrain	1	7:00am
Starter	No	On-Snow	No	Intermediate to Advanced	Assigned by RMST	8:00am
Start Line-Up	Yes	Outdoors	No	Intermediate to Advanced	1.5	8:00am

### Roles Requiring Official Certifications and Qualifications

	Available for Parent Signup	Activity Location	Best for non-skier	Recommended Skiing Level	Point Credit	Arrival Time
Chief of Race	No	On-Snow	No	Advanced	Assigned by RMST	6:45am

Chief of Course	No	On-Snow	No	Advanced	Assigned by RMST	6:45am
Chief of Timing	No	On-Snow	No	Advanced	Assigned by RMST	6:45am
Referee (Start, Finish)	No	On-Snow	No	Advanced	Assigned by RMST	6:45am

**Alternate Role** signups will be available for each race and not aligned to particular role. Parents signing up for “Alternate” slots should come prepared to fulfill any role, including outdoor/on-snow activities, during the event and arrive at 7:00am. If not assigned initially to a role, Alternate(s) should provide contact information and be available within 15 minutes of being contacted until the end of the race event. Alternates are awarded 1 volunteer point upon successful completion of the day.

**Additional volunteer opportunities** may be made available ad hoc throughout the season including possible assistance with the set-up/digging up and removal of b-netting (5 hours of work = 1.5 points) and start tent assembly, among others. Any additional opportunities will be announced by the Volunteer Coordinator and credit given for commitment worked, based on the level of effort and time required.

## **ROLE DESCRIPTIONS:**

### **Chief of Registration** (*assigned by the RMST Board and Competition Program Director*)

This job takes place in the Reisdorf Registration Building, and requires preparations for the registration process including, but not limited to, readying bibs for distribution, procuring lift tickets/RFID passes from the main lodge, getting and making copies of the Start Order Sheet, and related materials. This individual should remain in close communication with the Competition Program Director in the days leading up to the event.

### **Volunteer Registrar**

This job takes place in the Competition Center (Meetinghouse Lodge) and is responsible for checking in event volunteers. They are the central point of contact for volunteers throughout the day and should remain apprised of any changes to the schedule. They are available for bibs returned throughout the day and collecting bibs at the conclusion of the final run from the Bib Collectors. They will also assist with the return of equipment used by volunteers throughout the day.

### **Athlete Registration**

**NOTE:** 1 coach from each team will collect all of the bibs and lift tickets needed for their team.

This job takes place in the Reisdorf Registration Building. These individuals are responsible for checking in athletes, ensuring payment has been made and handing out lift tickets (RFID), as needed.

### **Bib Collection**

**NOTE:**

After checking in at the Meetinghouse Lodge, these individuals should make their way to the bottom of the race course with large carrying bags in which to collect the bibs in time for the second run. The bags will be provided by the Volunteer Registrar or Chief of Registration. At the conclusion of the final run, the bibs should be returned to the Registration Office and Volunteer Registrar. The bibs will then need to be placed back in their respective envelopes and the envelopes returned to their storage boxes.

### **Hand Timers**

The Hand Timers are responsible for manual time-keeping at the finish line. Recorded hand times serve as a backup to the timing computer, and will become the official record of time if the electronic systems fail. Upon arrival at the

Meetinghouse Lodge and after checking in with the Volunteer Registrar, ask for the Primary Timer, who will explain how to use the hand timer, how to record the racers' times, what to do with your sheets, and when to return to your position for the second run. After each run, return your recording sheets and stop watches to the Timing Building. It is recommended that you wear gloves for ease in writing.

### **Head Gate Judge** *(assigned by the RMST Board and Competition Program Director)*

The Head Gate Judge has extensive race experience and has fulfilled gate judging duties in the past. They organize and supervise the Gate Judges and work closely with the Race Referee. Their responsibilities include training, distributing and collecting control cards for both runs, and ensuring the Gate Judges are in their gate positions no less than 15 minutes prior to the start of the run.

### **Gate Judges**

Gate Judges are responsible for monitoring correct passage through an assigned series of gates (typically 2 – 3 gates in a GS race and 5-7 gates in a Slalom race) and documenting any incorrect gate passage. After signing in with the Volunteer Registrar, ask for the Head Gate Judge, who will conduct a brief training session with all assigned Gate Judges. If you are a non-skier, make this known during training so you can be assigned to lower gates on the race course. You will be given a clipboard, control cards, pencils, and an apron to wear over your winter gear. Following training, you will make your way to your assigned gates. It is recommended that you wear gloves for ease in writing. For non-skiers, warm boots with traction are also highly recommended as you will be standing for hours on snow and need the ability to move freely.

After the first run is complete, you will give your cards to the Head Gate Judge at the bottom of the course. He or she will give you direction and an expected return time to your assigned gates. At the end of the second run, turn in your cards to the Head Gate Judge, who will confirm whether your job is complete for the day. If you documented an incorrect gate passage, you will be expected to stay until race results are finalized as you may be called upon to discuss your observation should a racer protest the decision.

### **Course Maintenance**

Course workers typically set up safety fencing, help install assigned gates, replace gates that become damaged, and maintain the course throughout both runs of the race. Strong skiing skills required and ideally experience working with race equipment.

Additionally, you will help break down the course and store supplies after the race is completed. After signing in with the Volunteer Registrar, pick up the necessary tools and equipment and return them to the Meetinghouse Lodge race storage room at the end of the race day.

### **Starter** *(assigned by the RMST Board and Competition Program Director)*

The Starter is responsible for readying the racers to get in the start gate by ensuring racers are lined up in the order of their start position. After signing in with the Volunteer Registrar, take some Start Order sheets and make your way to the top of the race course 30 minutes prior to the start of the race.

### **Assistant Starter (Start Line-Up)**

The Assistant Starter is responsible for ensuring athletes are lined up in their proper run order, per the start line-up. After signing in with the Volunteer Registrar, take some Start Order sheets and make your way to the top of the race course 30 minutes prior to the start of the race.

**The following roles require USSA certification to perform. If you are interested in learning more about these roles, please contact the Competition Program Director.**

### **Chief of Race** *(assigned by the RMST Board and Competition Program Director)*

Minimum Qualifications Required:

- USSS license and minimum level 1 USSS certified

- Ability to lead and direct diverse groups of individuals
- Extensive alpine race experience
- Advanced skiing skills

The Chief of Race, in close partnership with the Competition Program Director, coordinates with the Chief of Course and Head Gate Judge and directs all activities associated with the race. The Chief of Race serves on the competition jury for the event and helps distribute awards at the conclusion of the race.

**Chief of Course** *(assigned by the RMST Board and Competition Program Director)*

Minimum Qualifications Required:

- USSS license
- Alpine race experience
- Advanced skiing skills

The Chief of Course is familiar with all local snow conditions and anticipated impact on the race course and is responsible for the preparation of the course. This individual supervises course maintenance during the races and supervises all cleanup activities at the conclusion of the race.

**Start and Finish Referees** *(assigned by the RMST Board and Competition Program Director)*

Minimum Qualifications Required:

- USSS officials license
- Strong knowledge of race rules
- Strong skiing skills

Start and Finish Referees report to the Primary Timer on race day and provide input into the competition jury. When arriving on the day of the race, see the Chief of Race and pick up required supplies for the day, including a two-way radio. Be at the start or finish of the course as applicable, no later than 30 minutes before the run. After each run, give your completed forms to the Primary Timer. The Finish Referee is also responsible for asking each forerunner about the condition of the course and relaying this information to the Chief of Race and Technical Delegate.

**Finish Referee** *(assigned by the RMST Board and Competition Program Director)*

Responsible for recording each racer as they cross the finish line in exact order of finish. The Finish Referee remains at the finish throughout the training and race to make sure that the regulations for the organization of the finish, and the finish run in and run out, are properly observed. He/she must be able to communicate immediately with the starter at all times.

**Start Referee** *(assigned by the RMST Board and Competition Program Director)*

Responsible for recording each racer leaving the start in the exact order of start. The Start Referee remains at the start throughout training and the race to make sure that the regulations for the start, and the start organization, are properly observed. In addition, the Start Referee determines late and false starts and reports the names of the competitors who did not start, have made false starts or other infringements and reports violations against the rules for equipment.

**Timing Roles** *(These roles are assigned by the Competition Program Director)*

Minimum qualifications required:

- USSS license

- Successful completion of the NHARA Timing Clinic, typically held in late fall
- Computer literacy
- Strong working knowledge of race rules

*These roles are assigned by the Competition Program Director.*

**Chief of Timing** *(assigned by the Competition Program Director)*

The Chief of Timing is responsible for assigning individuals to staff the Start and Finish Timing positions and overseeing all calculations and the accuracy of timing.

**Primary Timer** *(assigned by the Competition Program Director)*

The Primary Timer operates the primary timing computer and communicates with the Starter throughout the race. *USSS certification helpful, but not required.*

**Backup Timer** *(assigned by the Competition Program Director)*

The Backup Timer operates the secondary timing computer and assists the Primary Timer throughout the race. The Backup Timer prepares the Referees' Report during each run. *USSS certification helpful, but not required.*

**Volunteer Coordinator** *(assigned by the RMST Board and Competition Program Director)*

This individual is responsible for the coordination and management of the parent volunteer program for a full race season. In close partnership with the Competition Program Director, they serve as a liaison between all parent volunteering functions and mountain staff. They are responsible for the following:

- Preparation of the volunteer program materials
- Confirming required points by family tier for the season
- Establishing the signup system
- Monitoring parent signups and responding to questions associated with the volunteer program
- Sending reminder notices in advance of race events
- Tracking volunteer point fulfillment, by family
- Publishing periodic reports of volunteer point fulfillment
- Communicating additional volunteer opportunities, as applicable
- Escalating volunteer coverage gaps or other issues to the Competition Program Director and other mountain management staff, as needed and appropriate

**Assistant Volunteer Coordinator(s)**

Assist in the duties of the Volunteer Coordinator and provide coverage, as needed.

## What to Expect on Race Day

1. **Arrive on time** – review the role for which you volunteered and take note of arrival time. In general, race course preparation, race officials, and registration roles should plan to arrive at the mountain by 7am. All other arrival times vary by role. See reference guide above for guidelines.
2. **Check in!** Upon arrival, check in with the Volunteer Registrar in the Meetinghouse Lodge Competition Center (white building, 2<sup>nd</sup> floor) who will confirm your assignment, give you direction for the day, and ensure you get credit for the day.
3. **Prepare for all weather conditions** – even if you don't think you'll be spending the entire day outside in the cold, come prepared in the event that ends up being the case!
4. **Return all equipment** – if your role required you to use Ragged Mountain equipment, return it to the Meetinghouse Lodge (or where directed) when finished or at the end of your shift.
5. **Communicate early** – things happen! If something arises which prevents you from being able to fulfill your commitment, try to line up alternate coverage. Keep the Volunteer Coordinator apprised of your situation

and ability to line up coverage. Remember to provide notice at least 72 hours in advance whenever possible. If all else fails, make up the points in a future race or by contacting the Volunteer Coordinator to determine if other volunteer opportunities are available.