

Ragged Mountain Ski Team Volunteer Program

This is IMPORTANT. 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/USSA race events per year that need volunteers.

Part of your role as a parent of an athlete is to support the RMST and 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 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 of 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 Alpine 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
Development Team and Mini Mountain Meisters (U8)	2 points	3 points
U10 – U19+	4 points	6 points
Masters	N/A	N/A
RMST Board Member	2 points (1 if child(ren) in development/MMM programs only)	2 points (1 if child(ren) in development/MMM programs only)
Coach – Child in Program	2 points (1 if child(ren) in development/MMM programs only)	2 points (1 if child(ren) in development/MMM programs only)
Coach – No Child in Program	0 points	0 points

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 will be rewarded with a lift ticket voucher (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.

Vouchers for Early Commitment

Families who successfully sign up for their required volunteer commitments by the published deadline, will receive a voucher for a single FREE day of skiing at Ragged Mountain for their own personal use, or give away. 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 one transferrable lift ticket voucher.

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).

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 Alpine 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, is collected in advance of the season in the form of a check made payable to “Ragged Mountain Ski Team”. Unfulfilled commitments will result in a forfeiture of \$450 for the first points commitment and \$450 for any required additional athlete commitment for a total maximum penalty of \$900/family. Forfeiture payments will be completed following the conclusion of the last hosted event.

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	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
Assistant Starter	Yes	On-Snow	No	Intermediate to Advanced	1.5	8:00am
Starter	No	On-Snow	No	Intermediate to Advanced	Assigned by RMST	8:00am
Announcer	Yes	Outdoors	Yes	None Required, may be helpful if course is set high on hill	1	8:00am
Scoreboard	Yes	On-Snow	Yes	None Required, may be helpful if course is set high on hill	1.5	9:00am

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
Timer (Primary, Backup)	No	Outdoors	Yes	None Required, may be helpful if course is set high on hill	1	8:00am

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

This job takes place in the Meetinghouse Lodge and prepares 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 Alpine Program Director in the days leading up to the event. *This role is assigned by the RMST Board and Alpine Program Director.*

Volunteer/Coach Registrar

This job takes place in the Meetinghouse Lodge and is responsible for checking in other mountain program coaches and parent volunteers. They are the central point of contact for volunteers and coaches 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

These jobs take place in the Meetinghouse Lodge. These individuals are responsible for checking in athletes, ensuring payment has been made and handing out lift tickets (RFID), as needed.

Bib Collection

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 Meetinghouse Lodge and Volunteer Registrar. The bibs will then need to be placed back in their respective envelopes and the envelopes returned to the race storage room.

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 be in the Timing Building), 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

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. *This role is assigned by the Alpine Program Director.*

Gate Judges

Gate Judges are responsible for monitoring correct passage through an assigned series of gates (typically 2 – 3) 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

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. *The Starter is assigned by the Alpine Program Director.*

Assistant Starter

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.

Announcer (if needed)

The Announcer announces the racers as they come down the course. After checking in with the Volunteer Registrar, go to Timing Building at the bottom of the race course and bring a Start Order sheet with you. Be at the Timing Building no later than 15 minutes from the start of the race. The timing officials will provide you information. Typically, you announce who is in the gate, who is on course, who finishes, and their finish time. You should plan to be back at the Timing Building 15 minutes prior to the start of the second run.

Scoreboard

The person(s) who runs the Scoreboard is responsible for posting bib numbers, names, and finish times on the scoreboards located at the bottom of the race course. After signing in with the Volunteer Registrar, ask the Chief of Registration for the supplies including the scoreboard, tape, and markers. Grab a copy of the Start Orders (one each for Men and Women, as applicable) and fill in the scoreboard with racer information including bib numbers. Use one scoreboard for men and one for women, as applicable. After the scoreboard is prepared, go to the Timing Building at the bottom of the course no later than 20 minutes prior to the start of the race. An easel should be ready to post the scoreboard.

Once the race starts, listen to the announcer and/or visually confirm and write down the times for each racer after each run. If a racer does not successfully finish their run, write “DNF” in place of a time. If a racer does not start their run, write “DNS”. For the second run, you will record the run time plus a combined time and coordinate delivery of scoreboard with the Timers.

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

Chief of Race

Minimum Qualifications Required:

- USSA license and minimum level 1 USSA 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 Alpine 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. *This role is assigned by the Alpine Program Director.*

Chief of Course

Minimum Qualifications Required:

- USSA 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. *This role is assigned by the Alpine Program Director.*

Referees (Start, Finish)

Minimum Qualifications Required:

- USSA 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. *These roles are assigned by the Alpine Program Director.*

Finish Referee

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. *This role is assigned by the Alpine Program Director.*

Start Referee

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. *This role is assigned by the Alpine Program Director.*

Timing Roles

Minimum qualifications required:

- USSA 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 Alpine Program Director.

Chief of Timing

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

The Primary Timer operates the primary timing computer and communicates with the Starter throughout the race. *This role is assigned by the Alpine Program Director. USSA certification helpful, but not required.*

Backup Timer

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. *This role is assigned by the Alpine Program Director. USSA certification helpful, but not required.*

Volunteer Coordinator

This individual is responsible for the coordination and management of the parent volunteer program for a full race season. In close partnership with the Alpine 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 Alpine Program Director and other mountain management staff, as needed and appropriate

This role is assigned by the Alpine Program Director.

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 (white building, 2nd 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.