

Max Shacknai Invitational 2020

Position Descriptions for Service Hours

SITE COORDINATOR (Leadership Position) – Typically Eight (8) Hour Shifts (Cannot be Split)

The Site Coordinator is in charge of one (1) tournament field site for the duration of their tournament shift. This person must be proactive and able to make decisions to keep the tournament location, and its staff, running smoothly. The Site Coordinator is the primary contact at the Max Shacknai Invitational's Command Tent and will work with **ALL** staffing positions and City Field Representatives to answer tournament questions, resolve issues, coordinate the appropriate staffing coverage, and provide a high level of customer service. As the field site's primary contact person, each Site Coordinator will work with the Tournament Director and Site Director on all issues pertaining to their field site. The Site Coordinator will move freely between the Tournament Command Tent and all field locations to see that all staffed positions are being properly executed. The Site Coordinator must be accessible at all times and carry a cell phone and radio (if applicable) for immediate communication. The Site Coordinator will be responsible for all equipment and supplies associated with the Command Tent.

REFEREE LIAISON (Leadership Position) – Typically Eight (8) Hour Shifts (Cannot be Split)

The Referee Liaison is the primary contact between Phoenix Rising FC Youth Soccer, the Referee, and the Referee Assignor. The Referee Liaison will account for all scheduled Referees and notify the Referee Assignor of any deficiencies in Referee game assignments. The Referee Liaison will check-in the Referees, disburse and recover game Scorecards, notify the Site Coordinator / Tournament Representative of any game Red Cards, and disburse funds to the Lead Referee following each game. The Referee Liaison will distribute completed Scorecards to the Scorekeeper for tournament scoring. The Referee Liaison will also be responsible for maintaining the Referee Lounge with the appropriate amount of snacks and cold water, which will be provided at the Command Tent.

SCOREKEEPER (Leadership Position) – Typically Eight (8) Hour Shifts (Cannot be Split)

The Scorekeeper will record the scores of each match for Team Standings, in all formats (paper and online), as quickly as possible following match play and after receiving the Scorecard from the Referee Liaison. Scores will be recorded in a Master Binder, entered manually on Scorekeeping Display Placards (if utilized), called into an online scoring system utilizing the Scorekeeper's personal cell phone or submitted via an App-enabled device (Scorekeeper's personal smartphone or tablet) and the Scorecard's QR Code. As the tournament progresses, the Scorekeeper will need to be organized and able to recognize and communicate to the Tournament Director and Scorekeeping Lead, Team Point Totals posted in error, Team Point Totals that affect established Tie-Breaking Procedures, Advancement to Consolation / Semi-Final / Final Matches and need for Penalty Kick field assignment.

FIELD MARSHAL CAPTAIN (Leadership Position) – Typically Four (4) Hour Shifts

The Field Marshal Captain is the primary contact in charge of volunteer check-in and assignment, potential Player check-in, inventory control, aiding the Site Coordinator, and general customer service at the Max Shacknai Invitational Command Tent. Each Field Marshal Captain will check-in volunteers, give instructions and direct them to their appropriate location at the tournament site. The Field Marshal Captain, with the Site Coordinator, will make adjustments to venue staffing levels based on need and customer service. If there is a need for Player check-in at the Command Tent, the Field Marshal Captain and volunteer staff will match all Players to their Player Passes and insure that all Players are appropriately equipped for safe play. The Field Marshal Captain will collect and organize Player Passes and make the Scorecard available to the Referee Liaison for that match. After each game, if applicable, the Field Marshal Captain will return the Player Passes to a Team's Representative. The Field Marshal Captain will also help to control the Command Tent's inventory and supplies and, when needed, send runners to replenish stocks or run errands.

RUNNER / COMMAND TENT – Typically Three (3) Hour Shifts

The Runner / Command Tent staff will work in support of the Site Coordinator and Field Marshal Captain at the Command Tent. These staff will help with general customer service, guest questions, tournament supply stocking, and related tournament issues. These staff will assist with Player Check-In, if applicable, including matching all Players to their Player Passes and insuring that all Players are appropriately equipped for safe play. The Runner / Command Tent staff will then collect and organize Player Passes and send the Scorecard to the Referee Liaison for that match. When needed, a person will be assigned as a runner to run on and off-site errands and help where needed.

PLEASE NOTE: Tournament Officials, Site Coordinators or Field Marshal Captains may re-purpose the Runner / Command Tent assignment to fit the best needs of the tournament and general customer service during your scheduled shift. This may include, but is not limited to, helping at another location for the duration of your scheduled shift.

FIELD MARSHAL (ROVING) – Typically Three (3) Hour Shifts

The primary responsibilities of the Field Marshal (Roving) are to facilitate safety, maintain order, customer service, communication, spectator seating control, and limiting field litter. Field Marshals (Roving) will be assigned one (1) or two (2) fields during their shift and will be tasked with answering general questions, providing directions, disposing of any litter in their area and general customer service. Field Marshals (Roving) should be visible as much as possible and should continuously walk their assigned fields. To assist in that visibility, at the Command Tent, the Field Marshal (Roving) will receive a colored "pennie" or "vest" to wear that identifies you as a Field Marshal (Roving). Please wear the "pennie" or "vest" instead of holding it or draping it over your shoulder. We want a professional appearance for our Field Marshal (Roving) volunteers and the ability for you to be seen from a distance. Return the "pennie" or "vest" to the Command Tent after your scheduled shift. Field Marshals (Roving) will help to maintain the on-field spectator seating requirement, as stated in tournament rules, and

report to the Site Coordinator, immediately, any field issues, Spectator / Coach / Team / Referee issues or injuries.

At the beginning of a Field Marshal (Roving) shift, if applicable, a Field Marshal (Roving) volunteer will assist Command Tent personnel with participating Team's check-in before reporting to their assigned field locations.

PLEASE NOTE: Tournament Officials, Site Coordinators or Field Marshal Captains may re-purpose the Field Marshal (Roving) assignment to fit the best needs of the tournament and general customer service during your scheduled shift. This may include, but is not limited to, helping at the Command Tent or other location for the duration of your scheduled shift.

AWARD SET-UP & DISTRIBUTION – Typically Three (3) Hour Shifts

Award Set-Up & Distribution personnel will staff a designated area where tournament placement awards will be displayed and distributed to the First and Second Place finishers in each age group bracket that qualifies for placement awards. Personnel will hang banners, unbox and organize awards for display and best presentation, log each award distribution, and promote a high level of customer service that recognizes each team's achievement. Award Set-Up & Distribution personnel should bring their cell phone with a working camera as the tournament would like them to take a picture of the First Place team in front of the Championship Banner, make a notation of the team, age group and bracket, and provide the photo to the tournament at the conclusion of the tournament.

PLEASE NOTE: Tournament Officials, Site Coordinators or Field Marshal Captains may re-purpose the Award Set-Up & Distribution assignment to fit the best needs of the tournament and general customer service during your scheduled shift. This may include, but is not limited to, helping at the Command Tent or other location for the duration of your scheduled shift.