

Role Description

Position: Volunteer - Dispatcher

Committee: **Transportation**

Last Updated: 2019

General Description: The Transportation Committee is responsible for providing efficient transportation for the competitors, officials and designated VIPs, beginning Wednesday prior to the tournament and running through to the Sunday of the finals.

Level of Authority: Volunteers report to the Committee Heads of Transportation.

Volunteer Responsibilities:

- Complete a volunteer application and waiver acknowledgment
- Be familiar with all information provided in these task guidelines
- Follow all volunteer policies and procedures as outlined in the volunteer handbook/orientation material
- Attend any volunteer training or orientation that is applicable to your volunteer position (new volunteer training, committee specific orientation)
- Read, and respond to when necessary, all communication from Tennis Canada via the Volunteer Office or your Committee Head(s)
- Maintain a professional appearance and wear the tournament uniform when on duty including your official accreditation
- If unable to work an assigned shift, every effort must be made to find a replacement. If a replacement cannot be found, inform your Committee Head(s) as soon as possible.
- If you are going to be late for a shift, contact your Committee Head(s) or the Volunteer Office as soon as possible
- Complete the minimum requirement of 42 hours of volunteer service during the Rogers Cup
- Complete the volunteer survey post-tournament in order for Tennis Canada to collect feedback and improve the Volunteer Program

Transportation Dispatcher Volunteer Responsibilities:

- Sign-in drivers at the beginning of each shift and ensure car inspection reports are completed
- Post the name cards of the signed-in drivers on the control board and update the board as drivers are dispatched and check-in again after each trip. Place indicators on each name cards to show which shifts they are working. File cards of drivers who have finished their shifts
- Ensure transportation requests are entered into the computer and dispatch and return of vehicles is also entered and kept up-to-date
- Monitor computer and ensure up to date copies of the planning log are printed and copy is sent to hotels on a regular basis
- Ensure cars are dispatched on time for all pickups
- Regularly check Planning Log and dispatch drivers as required. This is generally planned and coordinated at the Aviva Centre in consultation with the hotel dispatchers
- Dispatch drivers on a first in, first out basis – whenever possible
- Ensure drivers being dispatched are provided with all required information (i.e. name, number in party, pick-up/drop-off location, parking pass, phone number(s), any special details and walkie talkie)
- Greet players/VIPs when they come to the dispatch desk requesting transportation and dispatch a driver
- Ensure transportation requests for future times are properly recorded in the computer and Planning Log at the hotel dispatch desk
- Regularly inspect vehicles and have them washed when appropriate
- Hotel Dispatchers must report all driver arrivals/departures to the Aviva Centre for updating computer and board
- Hotel Dispatchers will ensure up-to-date draw sheets and results are posted