

Role Descriptions

Position: Committee Head

Committee: *Transportation*

Last Updated: 2026

General Description: Committee Heads are responsible for the preparation and operation of the committee that they are assigned to.

Level of Authority: Committee Heads report directly to the Manager of Operations Nicole Artuso and the Volunteer Coordinator Nicole In.

Committee Head Responsibilities:

- Attend all Committee Head meetings (pre, during and post event).
- Encourage and be responsible for all volunteers (including self) to submit application and waiver forms before the deadline
- Re-assess the number of volunteers required for their committee on a yearly basis
- Maintain in contact with the Operations Manager and the Volunteer Coordinator regarding the status of the committee and inform them of any changes that may be required
- Attend and assist at the volunteer fairs with the hiring of new volunteers
- Be familiar with all the information in the Volunteer Handbook, the Emergency Response Manual and this Committee Head Role Description
- In conjunction with the Volunteer Coordinator, update the Volunteer/Captain Role Descriptions and Welcome Letter for your committee on a yearly basis
- Be the point person for your Committee's volunteers for communication and questions from the time welcome letters go out till the end of the event
- Submit site and supply requirements on a yearly basis by the deadline established by the Volunteer Coordinator
- Attend, and take a lead role, in the pre-tournament orientation meeting with the volunteers on your committee (i.e. detail volunteer benefits, tournament policies, volunteer role descriptions)

- Collect volunteer availability and create a schedule for your committee and submit to the Volunteer Coordinator
- Confirm all catering requirements with the Volunteer Coordinator for your committee each year
- Liaise with the Volunteer Coordinator regarding the distribution of accreditation, clothing, tickets, parking passes etc.
- Work with the Volunteer Coordinator to confirm which volunteers will be eligible for service pins/awards
- Ensure that your area of the tournament is ready to go for the first day of operation by coming in ahead of time
- Oversee and manage the volunteers on your committee for the duration of the tournament
- Maintain responsibility over the area of the tournament that your committee operates
- Assist in the development of volunteers on your committee as potential Captains or Committee Heads moving forward
- Attend daily Committee Head meetings or send a Captain if unable to attend
- Submit daily reports (as required) to the Volunteer Coordinator (via Tournament Office), outlining any problems and providing suggestions
- Fill out and distribute volunteer personnel reports, as required by the volunteer program's corrective action plan
- Complete volunteer ratings and final report and submit to the Volunteer Coordinator by the established deadline
- Attend the Committee Head Symposium in the Fall to work on improvements for the volunteer program and tournament

Transportation Committee Head Responsibilities:

- Communicate with hotel staff and Tennis Canada staff to make sure the hotels are ready Thursday before qualifying.
- Communicate with Tennis Canada staff to gain airport clearances for airport greeters.
- Communicate with Tennis Canada staff to set up restricted airport area access for airport greeters for VIP guests.

- Communicate with Tennis Canada staff to ensure equipment for baby/children passengers are arranged.
- Communicate with Tennis Canada staff to ensure appropriate overflow storage spaces for Transportation vehicles is available when the Tennis Canada service lot is full.
- Co-ordinate with Tennis Canada staff to ensure vehicles are appropriately decaled.
- Co-ordinate with Tennis Canada staff to ensure IT and Communication needs are handled.