



## Volunteer Opportunities for Wayzata Youth Hockey Association Frequently Asked Questions

### [Wayzata Blueline - Volunteer Resource Page](#)

Here is a list of each role that is posted in Dibs and a description of the role:

**Bench:** This volunteer will open and close the doors for players to get on or off the ice. This person needs to be ready and watching the game and players to keep this transition quick and moving. This item could be for both tryouts and games.

**Score Keeper:** This volunteer keeps the score book, including shots on goal, goals, and penalties. The score keeper and time keeper often work together. The score keeper will also announce the beginning of the game and the teams. There are instructions in the rink books. The rink director can also assist if needed. It is important that if you sign up for this position that you feel very comfortable knowing that you will be able to do this accurately.

\*TimeKeeper/ScoreKeeper training is available throughout the season.

**Time Keeper:** This volunteer runs the clock during games (sometimes needed during tryouts) This will include recording penalties imposed by the referee and that the correct penalty times are posted on the score clock. It is important that if you sign up for this position that you feel very comfortable knowing that you will be able to do this function especially at higher level games. \*TimeKeeper/ScoreKeeper training is available throughout the season.

**Penalty Box:** This volunteer is responsible for letting players in and out of the penalty box. You will need to be aware of penalties being called to let players in the penalty box. You will also need to be watching the end of the penalty so the player can get back on the ice as soon as his/her penalty is complete.

**Check-in:** This volunteer will be at the rink prior to scheduled tryouts and/or games to check in players and give them jerseys (for tryouts). The team director will be at the rink to set up the table and give you the rosters.

**Ticket Takers:** This volunteer will stand at the doors of assigned rinks to ensure individuals have a ticket for the game (when there is an admission fee). Must be 18 years of age or older.

**Tournament Office/Runner:** This volunteer will staff tournament office, assist with the running of the tournament at the discretion of the tournament director. May fill in with game jobs on occasion. Organization and communication/hospitality skills are a plus.

**Ticket Sellers:** This volunteer will sit at a table in the front lobby and sell tickets. Will need to be responsible for a cash drawer and counting back change. Must be 18 years of age or older.

**Clothing Sales:** This volunteer will be responsible for the sales of apparel items, typically t-shirts and sweatshirts. Will need to be responsible for a cash drawer and counting back change. Must be 18 years of age or older.

**Runner:** This volunteer will be doing a variety of items that will include, but not limited to, preparing score sheets, distribute locker-room keys, answer questions from managers and assisting the tournament director. The runner may be asked to fill in for a volunteer item when there is a No show. This item may potentially be running the Penalty box, announcing or keeping score. **You will want to come prepared with warm clothing in case you are needed in the rink. If you do not know how to do one of the items asked then you will be trained prior to doing so.**

**Goal Judge:** This volunteer will sit in the goal judge boxes that are located outside the rink directly behind each goal net. You will determine if a player has scored a goal by watching to see if the puck has crossed the goal line completely. If you have determined that it has then you will turn on the red light behind the goal to signal a score. You will act only in an advisory role; the referee has the sole authority to award goals, and thus can override the opinion of the goal judge.

## Common Questions and Answers:

### **Q: I completed my volunteer assignment and have not received credit yet in Dibs. What do I do?**

A: This could be for a couple of reasons. 1.) You did not sign your name next to the item on the volunteer sheet. 2.) You have not gone back into Dibs after you completed your assignment and requested completion. 2.) The Volunteer coordinator has not yet marked the items completed in Dibs – please be patient as this could take up to approximately two weeks to complete.

### **Q: When I went to sign my name next to the item I claimed there was someone else's name listed.**

A: What you need to do, after ensuring that you have the correct position, is cross out that person's name and write your name and phone number in its place. This does happen when the sheets are printed out and then someone cancels (up to 2 days notice) and then you claim the item. It is helpful if you send communication to the Volunteer coordinator with details as to what day and time you fulfilled the position.

### **Q: I ended up working ½ longer than scheduled because the game ran into overtime.**

A: Note this clearly next to your time on the volunteer sign in sheet AND send an email to [volunteers@wayzatahockey.org](mailto:volunteers@wayzatahockey.org). We will manually add credit for anything over 15 minutes.

### **Q: I signed up for an item in Dibs for tomorrow and I cannot work it. Should I just not show up?**

A: You will need to find a replacement for the position you claimed. Once you find someone then have your replacement cross out your name on the sign in sheet and write their name and phone number next to it. If you do not show up then you will either need to make up double the time or be charged \$100.00 an hour for each hour that was missed. It is suggested to work with your team manager and/or team families to find a replacement.

### **Q: I know that volunteer hours can sometimes go fast so I claimed a bunch of hours under my name and would now like to give them to my friends. Is this ok?**

A: We do not allow families to claim multiple items and then give them to other families. We ask that you please only claim items that you will be fulfilling.

### **Q: I signed up to help out during tryouts and then I got a call that the tryout was cancelled. Do I still get credit?**

A: We give families time to cancel items they have claimed, with no penalty, if there is over 48 hours notice. We also give WYHA 48 hours to cancel. If you cancel with 48 hour notice then we do not charge that family. If we cancel with 48 hour notice then you do not get credit. We try to be fair both ways! If we cancel with less than the 48 hour time frame then you will get credit for that item.

### **Q: I ended up helping out at the end of the season and had a total of 6 extra hours over my required amount. Can I use these hours for next year?**

A: We do not carry hours over from season to season. We do however appreciate all the extra hours that many individuals do end up going over and beyond each year to make our volunteer run association run successfully.