



SITE DIRECTOR

The Site Director serves as the on-site leader for tournament operations, ensuring games run smoothly, safely, and on time. You're the primary point of contact for referees, EMTs, volunteers, coaches, and fans at your assigned site. Your presence, organization, and calm leadership set the tone for a positive and professional tournament experience.

Key Responsibilities

- **Oversee site operations**
 - Check in with EMT, Concessions Lead, and volunteers regularly
 - Ensure courts are clean and scorers tables are stocked
 - Answer questions pertaining to Tournament Rules
 - Be familiar with evacuation routes and shelter-in-place locations
 - Monitor hallways and common areas for unsafe behavior (running, horseplay, bouncing balls)
 - Prohibit outside food and beverages in gym areas when possible
- **Volunteer management**
 - Check in volunteers on roster sheet and direct to designated location
 - Reassign help as needed for coverage
 - If a volunteer fails to arrive, reach out to them directly; if there is no response, contact the Volunteer Coordinator ASAP
- **Problem resolution**
 - Address and report any issues or complaints to Tournament Director
 - Follow the Emergency Action Plan (EAP) procedures
 - Complete an incident report for any medical or behavioral situation
- **Communication**
 - Act as the primary point of contact for coaches, officials, players, and parents
 - Maintain contact with the Tournament Director
 - Report score updates, delays, or facility issues promptly
 - Document any major issues for post-tournament debrief
- **Game flow and management**
 - Ensure games start on time and brackets are updated promptly
 - If a delay occurs, communicate to coaches and referees
 - Verify championship and awards games for prompt distribution
- **Cleanup and security**
 - Ensure all courts, tables, and spectator areas are clean
 - Collect and pack site supplies
 - Confirm all volunteers have checked out
 - Walk through the facility with Building Monitor, if needed
 - Report any maintenance or facility concerns to Tournament Director



ASSISTANT SITE DIRECTOR / SCORE GENERAL

The Assistant Site Director (also called the Score General) supports the Site Director in managing game operations, ensuring scores are recorded accurately, brackets are updated promptly, and games stay on schedule. You serve as the central point of coordination between score tables, referees, and the Site Director. Your attention to detail and organization keep the tournament running smoothly and on time.

Key Responsibilities

- **Game operations and oversight**
 - Check in with each score table to ensure they have game sheets, pencils, and supplies before the first game
 - Confirm that scorekeepers understand how to complete sheets properly
 - Monitor game flow — help keep games on schedule and assist with communication between courts
 - Collect score sheets after each game and verify both team scores before submission
 - Text or deliver final scores promptly to the Tournament Scorekeeper
- **Brackets and results management**
 - Update on-site wall brackets after each game so teams know where to go next
 - Double-check results before posting; accuracy is key
 - Monitor RegisterPlay throughout the day to stay aligned with online results
 - Communicate any discrepancies or score disputes immediately to the Site Director
- **Volunteer and court support**
 - Check that scorer's tables are staffed and equipped throughout the day
 - Reassign volunteers or step in as a backup scorekeeper when needed
 - Coordinate with court monitors to manage timing, crowd control near score tables, and smooth game transitions
 - Support referees as needed — be available for clarification on game timing or bracket flow
- **Communication and documentation**
 - Maintain open communication with the Site Director on game flow, schedule delays, or score disputes
 - Notify the Site Director immediately of any injury, behavioral issue, or equipment problem
 - Record and report any significant incidents or timing issues for review
- **End of day duties**
 - Verify that all scores have been submitted and brackets updated
 - Ensure scorer's tables and bleacher areas are clean
 - Assist with trophy distribution and confirm all awards have been handed out correctly
 - Debrief with the Site Director to note any issues or feedback for improvement



CONCESSIONS LEAD

The Concessions Lead oversees all food and beverage operations at your assigned site, ensuring the stand is stocked, staffed, and running efficiently throughout the tournament. You're responsible for managing inventory, supervising volunteers, and maintaining a clean, welcoming environment. Your organization and leadership keep things running smoothly and help create a positive experience for players, families, and fans.

Key Responsibilities

- **Oversee concessions operations**
 - Ensure the concession stand is open, stocked, and ready before the first game
 - Verify all equipment is functioning properly (warmers, coolers, etc)
 - Monitor inventory throughout the day; submit restock requests via text or radio
 - Maintain cleanliness and food safety standards at all times
 - Ensure key tournament volunteers (Site Directors, Score Generals, Concessions Leads) receive complimentary food
- **Volunteer management**
 - Check in volunteers at the start of their shift; ensure all workers are age 16+
 - Assign adult volunteers to handle cash and supervise younger helpers
 - Provide clear instructions on restocking, serving, and cash handling
 - Reassign help as needed during busy periods; communicate no-shows to the Volunteer Coordinator
- **Money and inventory control**
 - Oversee cash box and follow tournament procedures for money handling
 - Record inventory levels and note restock needs for the next shift
 - Secure funds and remaining inventory at the end of the day per Site Director's instructions
- **Communication**
 - Stay in contact with the Site Director throughout the day
 - Report any equipment issues, shortages, or safety concerns promptly
 - Maintain a friendly, helpful tone with spectators and volunteers
 - Document any major issues for post-tournament review
- **Cleanup and closing**
 - Wipe down all counters and equipment after each rush and at shift end
 - Safely unplug equipment and organize leftover items neatly for storage
 - Ensure trash and recycling are removed or ready for pickup
 - Check out with the Site Director before leaving to confirm all tasks are complete



CONCESSIONS

Concessions volunteers will provide food, beverages, and friendly service to players, families, and fans throughout the tournament.

During shift:

- Greet customers politely and serve food/drinks quickly
- Handle cash/card transactions (adults only)
- Restock items as needed (with support from runners)
- Keep counters, serving areas, and tables clean
- Monitor equipment (coolers, warmers) and report issues to the Concessions Lead

Between games / downtime:

- Wipe counters and tables
- Refill items like napkins, utensils, etc.
- Check trash bins and alert if need to be emptied

End of shift:

- Clean work area and leave area ready for the next crew
- Restock as much as possible before leaving
- Turn over money/cash box directly to the next shift
- Do not end shift until the next volunteer has arrived
- Check out with Concessions Lead before ending shift

IMPORTANT NOTE:

Must be 16 or older to work or be in the concessions area - NO EXCEPTIONS.



RUNNER

Runners are the go-to helpers who keep the tournament moving behind the scenes by transporting items and assisting wherever needed.

During shift:

- Transport food, drinks, and supplies between storage and concessions
- Restock concessions items during peak times
- Deliver extra inventory to sites as directed
- Check in with Concessions Lead regularly for needs

Between games / downtime:

- Keep an eye on trash - alert Concessions Lead if needs attention
- Help sweep or tidy common areas (hallways, seating, commons)
- Refill ice cooler as needed

End of shift:

- Return carts, dollies, or carrying bins to the designated storage area
- Confirm all deliveries are complete and inventory is secure
- Check out with the Concessions Lead or Site Director before leaving shift

IMPORTANT NOTE:

Must be 18 or older - NO EXCEPTIONS.



COURT MONITOR

Court Monitors help ensure games run smoothly and safely by serving as the on-court point of contact for coaches, referees, and spectators. Your presence helps create a fun, fair, and organized experience for players and fans alike.

During shift:

- Maintain a friendly, approachable presence to help players, coaches, spectators
- Direct teams to the correct courts or locations
- Offer backup at scorers' table if issues arise
- Act as 'extra hands' for the Site Director
- Step into other roles temporarily if coverage is short (e.g. clock operator)

Between games / downtime:

- Sweep or clean courts between games
- Ensure the scorers' tables have pencils, score sheets, and functioning clocks
- Reset game clocks between games
- Monitor seating areas and commons for trash

End of shift:

- Check out with the Site Director before leaving shift

IMPORTANT NOTE:

This position should be familiar with:

- Operating scoreboards/game clocks
- General tournament rules
- Court and facility locations



SITE SET UP

Site Set-Up volunteers help prepare the tournament locations for a smooth start to the weekend. Your work sets the tone for a great tournament experience.

During shift:

- Check in with the Site Director upon arrival for instructions
- Unload equipment and supplies from vehicles and place at designated areas
- Set up spectator seating
- Hang court signs, brackets, and directional signage - use blue painter's tape only
- Set up and stock concessions area, test equipment, and confirm refrigeration is working
- Organize scorer's tables with pencils, score sheets, and clocks
- Place trash and recycling bins in visible locations around the gym and commons
- Confirm bathrooms are unlocked and accessible
- Report any building or facility issues to the Site Director immediately

End of shift:

- Walk through the site to double-check all signage, chairs, and tables are set
- Verify that concessions are fully stocked and ready for morning volunteers
- Check in with the Site Director before leaving to confirm all setup tasks are complete



SITE TEAR DOWN

Site Tear-Down volunteers help wrap up the tournament by cleaning and packing up supplies at the end of the event. Your help ensures we leave each facility better than we found it and ready for next year's event.

During shift:

- Check in with the Site Director for closing assignments and storage locations
- Begin organizing supplies and equipment as final games end
- Monitor courts for trash and remove debris throughout closing time
- Collect signage and confirm brackets and posters are removed from walls (no tape residue left)
- Assist Concessions Lead in boxing up leftover inventory and wiping down surfaces
- Gather any lost-and-found items and deliver them to the Site Director

End of shift:

- Stack and return chairs, tables, and equipment to designated storage areas
- Confirm scorer's tables and site binders are packed and labeled for return
- Ensure all garbage and recycling are removed or placed in bins for pickup
- Do a final sweep of hallways, bathrooms, and concessions area for cleanliness
- Check out with the Site Director before leaving to confirm all teardown duties are complete