



ATHLETE SERVICES COORDINATOR JOB DESCRIPTION

*Rio 2016 Olympic and Paralympic Games
Olympics July 23-August 22 (subject to change)
Paralympics August 30-September 20 (subject to change)*

SUMMARY

Athlete Services Coordinators (ASCs) serve as a support to athletes in the Athlete Village at the Olympic and Paralympic Games. As elite athletes, ASCs are in a unique position to provide advice, mentorship and serve as a resource for athletes participating in the Games. ASCs will also be in charge of managing the Athlete Services Center and creating a safe place for athletes to relax, ask questions and share experiences.

This is a volunteer position, but ASCs are seen for all intent and purposes as part of the Village staff and expectations will be comparable, including assisting in pre-Games preparations, serving 8-9 hour work days, and a willingness to help minimize distractions for athletes throughout the Games. The USOC will provide airfare (to and from home town), a visa, housing, meals (most meals provided in the Village plus a small per diem to cover a few meals outside of the Village), a staff apparel package and cell phone to use while at the Games. Two ASCs, and one alternate, are selected for each Games.

ELIGIBILITY

ASC candidates must have represented the United States in Olympic, Paralympic, Pan American, Parapan American or other Operation Gold event within the preceding 10 years as measured from the day of the Opening Ceremonies for the Games at which they intend to serve. *Requests for exceptions to this requirement may only be granted by the AAC and must be submitted in writing.*

Candidates must have a US Passport that is valid until December 31, 2016. All ASCs, including alternates, will also be required to register as a Games staff member and to pass a criminal background check.

DUTIES & RESPONSIBILITIES

1. Report to the Village Director, and work in conjunction with the USOC-appointed ASC liaison to plan for and coordinate the services available to athletes in the Village.
2. Assist the ASC liaison in identifying the services that athletes need in the Village to be able to perform at their potential in competition.
3. Create, staff and manage an Athlete Services Center that provides resources regarding any athlete issue (Athlete Ombudsman will be available to assist), and a space for athletes to seek assistance, seek advice, or relax. The ASCs should be very astute in assessing what athletes need to support their elite performance at a critical time (e.g., this may include a quiet space, programming, inspiration, information dissemination, etc.).

4. Be familiar with all Village operations and be able to assist athletes with questions regarding transportation, shuttles, maps, internet access, Village services, phones, meal options, keys, credentials, the fitness center, the medical clinic, etc.
5. Participate in team orientations/briefings to inform delegation (athletes and staff) about the role of the ASCs, available services and Village life.
6. Participate in the coordination of the Opening and Closing Ceremonies and the Team Welcome Ceremony.
7. Schedule and run Flag Bearer elections for Opening and Closing Ceremonies.
8. Assist with coordination and management of Village guest passes requests for guests of athletes and NGB accredited staff.
9. Coordinate and manage athlete access/tickets to events other than their own.
10. Serve on the Games Administrative Board if designated by the AAC Chair (the AAC Chair is otherwise a member of the Games Administrative Board).
11. Participate in preparation meetings for the Games (i.e., pre-Games Village conference calls, Team USA Games preparation and/or site visits, as requested).
12. Participate in all Village staff meetings at the Games.
13. Participate in preparation of daily summary for inclusion in the USA Games Update.
14. Complete an in-depth after action report/survey at the conclusion of the Games.
15. Be responsible for the Athlete Service Center setup and teardown and assist with Village setup and teardown, as needed.
16. Assist with other duties as assigned.

Qualifications (in addition to Eligibility requirements above)

- Strong sense of professionalism to be able to relate to athlete experience in a professional way
- Ability to listen, problem solve and identify resources necessary to resolve issues
- Ability to be flexible and rational in a setting filled with excitement, high stakes, and a lot of moving parts
- Strong sense of assessing other's need and initiative to respond appropriately
- Able to multi-task and think quickly and creatively
- Strong interpersonal skills, including ability to communicate clearly with a diverse population
- Team-building skills
- Managerial/project management experience helpful
- Conflict resolution skills helpful
- Previous Games ASC experience helpful, but not necessary
- Familiarity with AAC bylaws and USOC Bylaws (Section 9)