



ATHLETE SERVICES COORDINATOR JOB DESCRIPTION

Tokyo 2020 Olympic and Paralympic Games
Olympics July 24-August 9 (subject to change)
Paralympics August 25- September 6th (subject to change)

Application Deadline: 7:00PM EST, February 3rd, 2020

Please e-mail applicant materials or questions regarding the role to athleteservices@usopc.org

The Athletes' Advisory Council is seeking energetic Elite Athletes who thrive on helping others to serve as the Athlete Service Coordinators (ASC) for the 2020 Tokyo Olympic & Paralympic Games. Supporting our Athletes' centric culture, your goal is to provide excellent customer service to Team USA Athletes who have questions related to village & games operations. Working in partnership with the USOPC village staff your role will be to support, engage and respond to Team USA athletes positively, enthusiastically, quickly, and accurately.

SUMMARY

Athlete Services Coordinators (ASCs) serve as support to athletes at the Olympic and Paralympic Games. As elite athletes, ASCs are in a unique position to provide information or guidance and serve as a resource for athletes participating in the Games. ASCs will partner with USOPC-Appointed staff to manage the Athlete Services Center and create a safe place for athletes to relax, obtain information and share experiences.

This role is integral to help minimize distractions for athletes throughout the Games. The USOPC will provide round trip economy airfare (to and from home town), a visa (if required), housing (based on double occupancy, i.e., shared w/roommate(s)), meals (most meals provided in the Village plus a small per diem to cover a few meals outside of the Village), a USOPC 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 6, 2020**. All ASCs, including alternates, will also be required to register as a Games staff member and to pass a criminal background check through the National Center for Safety Initiatives (NCSI).

DUTIES & RESPONSIBILITIES

1. Work in conjunction with the USOPC-appointed ASC liaison, and the USOPC Village staff to plan for and coordinate the services available to athletes in the Village (or other location identified for the USOPC's athlete services).
2. Assist the ASC liaison in identifying, tracking and reporting the services that athletes need and utilize to be able to perform at their highest potential.

3. Create a plan for, staff and manage the Athletes Services Center that provides resources and support for athletes (Athlete Ombudsman will be available to assist) and a space for athletes to seek information, advice and/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, accreditation, the fitness center, the USOPC 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 plans for the Opening and Closing Ceremonies and the Team Welcome Ceremony.
7. Schedule, manage and run Flag Bearer elections for Opening and Closing Ceremonies (with preparation beginning well before the Ceremonies).
8. Assist USOPC Staff 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 the USOPC's 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 lots of moving parts
- Strong sense of assessing others' needs 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
- Familiarity with AAC Bylaws and USOPC Bylaws (Section 9)

How to Apply:

*Individuals interested in being considered for ASC positions should apply with a current resume and letter of interest. The letter of interest must state at a minimum how the nominee meets the 10-year rule and whether the nominee is pursuing an Olympic or Paralympic ASC position. **Please E-mail applicant materials to athleteservices@usopc.org.***

Compensation:

Athlete Service Coordinators will receive a daily stipend.