



**Job Title:** Liaison Officers

**Dates of commitment:**

HSBC Canada Sevens (men's) **Vancouver:** Sunday, April 10<sup>th</sup> to Monday April 18<sup>th</sup>

HSBC Canada Women's Sevens **Langford:** Monday, April 25<sup>th</sup> to Monday, May 2<sup>nd</sup>

**Time commitment required:** Full-time

**Position Type:** Volunteer

**Location:** Vancouver & Langford, British Columbia, Canada

**Event:** HSBC Canada Sevens

Canada Sevens is seeking qualified individuals to act as our Team Liaison Officers or Hotel Liaison Officers for the HSBC Canada Sevens events in Vancouver and/or Langford.

### **TEAM LIAISON OFFICER (TLO) - POSITION DESCRIPTION**

The Team Liaison Officer (TLO) occupies a crucial role in the HSBC Canada Sevens tournament. Simply stated, the TLO is the Canada Sevens' primary day-to-day operational link to the teams during the tournament. The TLO will serve as information officer, protocol officer, organizational navigator, tour guide, training scheduler, interpreter, and translator. Each national sevens team will have one or two liaisons assigned to them.

### **General Requirements:**

- Class 4 Commercial Vehicle drivers licence considered an asset, or willing to obtain a Class 4 drivers licence (Canada Sevens will cover all costs and make the necessary arrangements)
- Fluent in the primary language of the National Team with whom he/she is assigned;
- Must be familiar with the culture, customs and traditions of the National Team with whom he/she is assigned;
- Required to be familiar with the services/amenities/culture of Vancouver/Langford;
- Must be a proven problem-solver and able to function independently;
- Must be service-oriented but also understand his/her role in relation to other areas of the tournament as well as the event itself;
- Must have strong communication skills and the ability to work with professional-level athletes and staff
- Ability to work well under pressure while maintaining calmness and a high level of professionalism;
- Ability to lift up to 45 lbs to assist with team equipment as needed;
- Must have an understanding of the World Rugby Sevens Series tournaments as a whole

### **HOTEL LIAISON OFFICER (HLO) - POSITION DESCRIPTION**

The Hotel Liaison Officer (HLO) is at the forefront of servicing the National Teams, Officials and World Rugby staff at their designated hotel for the duration of their stay. The HLO is the link between the Team Liaison Officers (TLOs), World Rugby and Rugby Canada staff, and hotel staff to ensure individuals receive world-class service. The HLO must ensure constant coordination with the TLO's and the hotel with regards to all accommodation, function room operations, laundry, tournament suppliers, daily scheduling for training venues and dietary needs of the National Teams.



### **General Requirements:**

- Must have strong communication skills and the ability to work with professional-level athletes and staff
- Must be service-oriented with the ability to promptly respond to requests and fulfill needs;
- Must be a proven problem-solver and able to execute with a high level of professionalism;
- Must be able to work in a fast-paced and ever-changing environment;
- Must have strong computer skills including familiarity with Google Drive
- Required to have knowledge of hotel services, amenities and meal schedules that are associated with the teams throughout their stay;
- Must have a comprehensive understanding of the World Rugby Seven Series tournaments as a whole
- Must hold a Class 5 drivers license which is valid through May 2022;
- Class 4 Commercial Vehicle drivers licence considered an asset;
- Ability to speak another language fluently considered an asset.

### **Canada Sevens will provide:**

- \$500 honorarium (HLO role only)
- Accommodation at the hotel for the duration of the role commitment
- Breakfast, lunch and dinner each day at the hotel
- HSBC Canada Sevens staff kit apparel
- Two (2) complimentary General Admission two-day Tournament Passes for friends or family.

### **TO APPLY**

Interested applicants please send a cover letter and résumé directly to Nina Mittendorf, Coordinator, Team Services, at: [nmittendorf@rugby.ca](mailto:nmittendorf@rugby.ca) with "Volunteer Posting: Liaison Officer" in the subject line. Please identify the following...

- Position you are interested in - TLO or HLO
- Tournament – Vancouver or Langford or both
- Language skills that would make you a fit for a particular team
- Class 4 license

Only candidates selected for an interview will be contacted.