

Brief overview of volunteer roles - where we need help

Note:

- All start and end times for shifts are dependent on the race schedule. For most roles, there are shifts throughout the entire day.
- Refer to our [sign up portal here](#)

Fridays (2.5-3 hour shifts, no bikes needed):

- **Course set up support** - to help set up the course tape, signage, etc.
- **Festival area set up support** - to help set up tents for registration, feed zones, tables, etc.
- Also need Crossing Guards and Parking support on Fridays - see details below

Saturdays (2.5 hour shifts, no bikes needed)

- **Crossing guards** - to manage pedestrian and/or car traffic in areas where the course crosses a road or a pedestrian path
 - Bike isn't required but a bike is sometimes nice to have to make it easier to get to the crossing guard spot if it's further out on the course
 - Requires standing for the entire shift, also requires ability to communicate loudly and assertively to bystanders
- **Parking** - to help the Parking Director with managing traffic to get cars parked in an orderly fashion
 - Requires standing for the entire shift
 - Will receive a radio
- **Customer service assistant** - helps support the Volunteer Coordinator, Registration Manager, and Merchandise Manager. This is a very fluid role that involves helping with our "customer facing" services in the main festival area tents. Includes answering questions about merchandise, checking in volunteers, supporting registration - we will give you a quick training and we will be in the tent with you at most times
 - Requires sitting/standing behind the tent and talking with many people/customer service mindset
- **Finish line support** - helps manage the traffic flow of riders in the finish line chute to congratulate them and help keep the area safe by directing riders out of the finish line chute

- Requires standing for the entire shift, also requires ability to cheer and communicate loudly and assertively with riders and bystanders
- **Timing assistant** - works with Timing Lead to write down race plate numbers as riders complete each lap of their race and track any updates about riders that impact scoring (e.g. penalties, injury)
 - Requires standing for most of the shift
- **Staging support** - works with Staging Lead to organize riders into their callup groups in an orderly fashion
 - Requires ability to communicate loudly and assertively with riders and bystanders
- **Course operations assistant** - works with course ops manager to respond to needs on course such as putting up course tape that falls down, adding cones, etc.

Saturdays (3-3.5 hour shifts, bikes needed)

- **Roving course marshal** - roves around the course on bike to monitor for any safety issues and communicates with Chief Marshal via radio
 - Must be a CURRENT Level 1, 2 or 3 coach in NICA's PitZone system
 - Requires attending a 30 min training session during race day
 - Requires riding bike for 3.5+ hours on race course and yielding to racers at all times
- **Stationary course marshal** - gets stationed at a certain point throughout the course to monitor for any safety issues and communicates with Chief Marshal via radio
 - Requires attending a 30 min training session during race day
 - Requires a bike to get to the marshal point if it is far out on course. Once at the station, you won't be riding. You're welcome to bring a chair.
- **Course Operations Assistant** - You will act as a race operations assistant which may involve a variety of roles including:
 - Extended standing, walking, and biking around the race course
 - Biking across the venue to relay information, hand off materials, and support where needed

Saturdays (1.5 - 2hrs, requires bike)

- **Course take down on bikes** - helps take down course tape, signage, and other course materials to pack into trailer

- Requires riding bike with a provided backpack to gather materials

For more details:

- Learn more about each of the roles here:
<https://nationalmtb.org/nica-race-volunteer-guidelines/>