



## HUB CYCLING'S BIKE THE NIGHT 2019

### Volunteer Roles

Role	# needed	Date needed	Shift Start	Shift End	Role description	Would suit someone who	Would suit someone looking for experience in	Responsibilities include
<b>PRE EVENT</b>								
Promo Team	4	August 19 - 23	11:00	15:00	You will be helping us promote Bike the Night by distributing flyers and posters to bike shops, stores, and community centers in Vancouver. You will also be notifying residents who live near the route of road closures by posting notification letters.	Likes to be out in the community to promote HUB and our events. Comfortable biking around the city and is able to carry posters on their bike. Comfortable following detailed processes.	Customer Service Event Logistics	- Cycling around Vancouver and putting up posters in bike shops, stores, and community centers - Putting up notification letters on residential buildings around Vancouver - Updating the notification letter spreadsheet to show where posters and letters have been put up
Outreach and Marketing Coordinator	1	August 1 - September 7 (time frame flexible)	17:45	21:15	As a part of the outreach team, you will be working with the HUB team in the weeks leading up to the event to help spread the word, get people excited and expand our reach.	Wants to be part of Bike the Night in a larger way and looking for increased experience with more responsibility. Creative strong communicator who enjoys motivating people.	Marketing Event Planning Content writing Volunteer Management	- Communicating with local businesses and asking them to share our event through their networks - Reaching out to youth groups and organizations to encourage them to attend the event - Generating content and ideas for getting more people registered - Lead other volunteers in poster/promotion delivery - Helping with other event/marketing related tasks in the lead up to the event - Being part of Vancouver's biggest and most fun bike event!
Registration Package pickup	4	Fri, Sep 6 2019	17:00	21:00	Riders will pick up their registration packages on September 6 from MEC where they will also get a 10% discount. We need 4 volunteers to be responsible for this.	Is keen to engage with our riders, likes customer service, has attention to detail.	Customer Service Registration Processes	- Welcoming riders - Check in guests as per our check in process - Hand out wristbands and tell guests how to put them on - Answer any questions that guests have about the event
<b>EVENT - PRE-RIDE</b>								
Set Up Team (Shift 1)	5	Sat, Sep 7 2019	11:00	15:00	We need people to help set up our pre-ride festival at Sunset Beach. This role involves setting up the infrastructure at the festival as well as putting up decorations and making the pre-party site look great!	Physically fit and able to lift 20 lbs, comfortable working on your feet and doing labour work, and is creative.	Event Production Set up Operations	- Setting up tables and tents - Unloading boxes and carrying distributing items around the site - Assisting sponsors in set-up of their booths - Helping with decorations - Making sure the site looks clean and organized - Setting up HUB tents, registration area, and tables/chairs near food trucks - Helping keep things clean
Set Up Team (Shift 2)	5	Sat, Sep 7 2019	15:00	19:00	Same as set up team	Same as set up team	Same as set up team	Same as set up team, plus: Registration tables, decoration station, stage, signage,
Registration Table Crew	10	Sat, Sep 7 2019	17:00	20:30	Check in our riders and give them a wrist band if they don't have it already. Register guests if they haven't registered already	Comfortable dealing with the public and in customer service roles. Someone with attention to detail and likes to follow processes.	Customer Service Registration Processes	- Setting up the registration table - Welcoming participants in a friendly and enthusiastic way - Checking in riders as per the check in process - Ensuring waivers have been signed
Modo/Lafarge Volunteer	1	Sat, Sep 7 2019	17:30	20:30	Work with our sponsors, LaFarge and Modos, to get people to engage with their activations. LaFarge will have their concrete truck on site to show the blind spots and Modos will be handing out swag.	Has high energy and is comfortable dealing with the public and answering questions.	Customer Service Brand Ambassador	- hand out modo swag - work with the LaFarge team to help people into the truck and show them blind spots
Participant Information Team/Ask me Team (crowd control)	5	Sat, Sep 7 2019	17:30	22:30	To provide an awesome first impression of Bike the Night, help participants get oriented to the area, and answer any other questions they may have. You will also help to move the group to the start location, direct people toward registration, and help to vacate the site after the ride.	Has high energy, loves engaging with the public and is comfortable talking to anyone and everyone. A strong verbal communicator.	Customer Service Logistics Event Production	- Welcoming participants to Bike the Night in a friendly and enthusiastic way - Becoming knowledgeable about the pre-party site and the ride route so that you can effectively answer questions about both - Telling participants what is happening at the pre-party and helping them to find what they are interested in - Directing participants to the correct person if you are unable to answer their questions - Helping to move the crowd toward the start location and out of the lot after the end time
Sustainability Crew	6	Sat, Sep 7 2019	17:30	20:30	Keep the pre-party tidy and help us sort waste in a sustainable way. Binner's Project will be on site to sort garbage, recycling and compost. We need volunteers to help them keep our site clean and ensure things get sorted into appropriate bins.	Is interested in green services and sustainability, likes to keep things tidy and organized, physically able to lift 20 lbs.	Green Services Sustainability	- Collecting items left around the pre-party site and bringing them to the correct location - Helping us to be as sustainably minded as possible by sorting waste into the proper bins - Delivering lost items to the Lost & Found at the volunteer tent - Cleaning up decorations after the pre-party - Making sure the site looks clean and organized
HUB Food/Drinks Tent/Membership	4	Sat, Sep 7 2019	17:00	20:30	There will be snacks for all our guests. Help us keep people fed by handing these to our participants. You will also be processing memberships.	Is organized, likes to present food and drink in an attractive way, likes engaging with the public and sees the importance of increasing HUB Membership.	Food and Drink Customer Service Brand Ambassador	- Ensuring that food tables are replenished and tidy - Assisting staff with hot chocolate and coffee as needed - Handing out Clif Bars at the cliff bar tent - Judge how many clif bars there are, if we have lots and event is almost over then give more away - Processing HUB Memberships and collecting payment
Bike Decoration Tent	2	Sat, Sep 7 2019	17:00	20:30	Help riders decorate their bike! Armed with zap straps, tape, and pens, you will help riders put together their bright bike decorations	Creative and loves working with others to make something fun! Comfortable and safe using tools.	Arts and Crafts Customer Service	- Interacting with participants and get them excited about Bike the Night - Cleaning up decorations after the pre-party - Helping participants decorate their bikes



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Photography	5	Sat, Sep 7 2019	17:30	22:00	Take photos of the pre-party and ride	Has experience and skills in event, crowd, and / or sports photography. Attention to detail. Has a knack for knowing what makes a good photo and composition	Event Photography	<ul style="list-style-type: none"> <li>- Take photos of the riders, guests, activations, sponsors, and general atmosphere of the event</li> <li>- Edit photos as needed after the event</li> <li>- Submit photos within 1 - 2 days of the event</li> </ul>
Take down Team	8	Sat, Sep 7 2019	19:30	23:00	Now that the festivities are over, it's time to clean up! We need to pack up Sunset Back and get it back to its original form. You will be helping take down all tents, tables, signs, and decorations. Honorarium available for this shift.	Like physical work, is comfortable lifting 20 lbs, has initiative, and likes to keep busy. Comfortable using tools.	Event Production Event Logistics Tear Down Operations	<ul style="list-style-type: none"> <li>- Take down all tents, tables, decorations, tables</li> <li>- Move everything into trucks and vans</li> <li>- Pick up garbage</li> <li>- Make sure that the event site is completely clean</li> <li>- Unload trucks and vans at the HUB office</li> </ul>
<b>EVENT - RIDE</b>								
Ride Marshals	10	Sat, Sep 7 2019	18:30	22:30	Ride marshals are on bike during the ride and are the go to people for any questions participants have while on the ride. You are responsible for making sure riders are on the course correctly and safely. You are highly visible and spaced between the riders at the front, middle and back (aka sweep).	Very comfortable on bike. Loves working with the public, has an interest in safety and making sure people are having a great time.	Customer Services Logistics Safety Operations	<ul style="list-style-type: none"> <li>- The route marshals will wear safety vests and will be the point of contact for anyone along the route.</li> <li>- Responsible for being very comfortable with the route map</li> <li>- Keep the good vibes up, cheer riders on, be friendly</li> <li>- There will be clear signage on the route and police at all major arterials guiding traffic to ensure participants follow correct route - ride marshals are back up to help this process.</li> <li>- Ensure participants follow the rules of the road and stop when signalled</li> </ul>
Sustainability Crew - on route	3	Sat, Sep 7 2019	19:00	22:45	We need to make sure that the ride course is nice and tidy after all our riders pass through. You will be responsible for following the riders and picking up any trash accidentally left behind.	Has their own bicycle and panniers to put garbage in. Physically able to cycle 10km Has high attention to deal and likes to keep things clean and tidy.	Logistics Green Services Sustainability	<ul style="list-style-type: none"> <li>- Collecting items left on the route with claws and putting items into garbage bag in pannier</li> <li>- Picking up any garbage left behind</li> <li>- You will be the last ones to ride, positioned between the last ride marshal and the van that trails the end of the ride</li> </ul>
Cheer Squad	20	Sat, Sep 7 2019	18:30	22:30	Let's get the party started! This is a fun and energetic role where you get to cheer on all our riders on the Bike the Night Route. You will be cheering people on, holding signs, and noise makers	Has high energy, loves engaging with the public and is comfortable talking to anyone and everyone, likes to encourage others	Customer Service	<ul style="list-style-type: none"> <li>- Standing at specific intersections along the route and cheering on our riders!</li> <li>- Holding signs, noise makers, balloons</li> <li>- Cheering and high fives!</li> </ul>
Route Control	10-15	Sat, Sep 7 2019	18:30	22:30	This role makes sure the course is set up correctly, directs cyclists where to go, keeping vehicles off the course, communicates to bystanders what the event is, and works with the Team Lead to ensure the course is safe.	Is ia clear communicator, comfortable in customer service roles, is a problem solver, and uses their initiative.	Event Production Set up Logistics Route Operations	<ul style="list-style-type: none"> <li>- In pairs, standing at specific intersections along the route and ensuring that cars respect the road closures</li> <li>- Clarifying to any pedestrians or vehicles trying to get through what the event is and why the roads are closed.</li> <li>- Help mark course with safety cones, helping guide people on course during ride, cheering people on holding signs and noise makers.</li> <li>- Handing out notification letters that addresses the road closures to distribute</li> </ul>