



## Volunteer Tasks of the 2022 IIHF WM

The 2022 IIHF Ice Hockey World Championship will be played at the Tampere Deck Arena and Helsinki Arena on 13–29th May 2022. The Organizing Committee is looking for well over a thousand volunteers for various organizational tasks.

Below you will find the volunteer tasks available at the 2022 IIHF WM and their task descriptions. Tasks are divided into different areas: construction, tournament support services, customer and VIP services, sport and game operations, arena entertainment, communications and media services and security and transportation services.

**If your heart beats for sport events, read more and apply to become a volunteer!**

The questions on the application form are in English, but you can answer in Finnish, Swedish or English.

[To the application form >>](#)

### TASK DESCRIPTIONS OF THE VOLUNTEERS:

#### **Construction and implementation of the 2022 IIHF WM brand**

Includes tasks such as construction, decoration, signage and deconstruction. Tasks require a brisk, hands-on attitude and manual skills.

##### **1. Construction**

The construction team takes care of everything related to the construction of the event before and during the 2022 IIHF WM, e.g. furniture of the arena facilities, implementation of the 2022 IIHF WM brand, signage and maintenance of the partner promotion points. After the event, the team will take care of the deconstruction of the facilities.

#### **Support Services**

Tasks include IT services for the event, customer flow control and ticket sales. In general, all tasks related to support services require customer service and language skills as well as problem-solving ability.

##### **1. Accreditation Center**

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The accreditation center serves official participants and VIP guests of the 2022 IIHF WM in accreditation card matters. Tasks consist of e.g. customer service and printing and laminating the accreditation badges. Working in the accreditation center requires accuracy as well as customer service and language skills.

## **2. Support Services of Ticket Sales**

In the ticket sales team, the tasks include picking up and delivering tickets, e.g. at the pick-up tickets point, group bookings and VIP tickets. This task requires an excellent customer service attitude and pressure tolerance in an occasional hectic environment as well as fluent Finnish and English language skills.

## **3. IT Support Services**

The IT support services include tasks such as setting up the computers used by the organizing committee, installing software and configuring network and printer settings on the computers and assisting official participants the use of arenas' networks, computers and phones. This task requires IT skills.

## **Customer and VIP Services**

In these tasks you'll get to shine if you have excellent customer service and language skills with both Finnish and international guests of 2022 IIHF WM. These tasks include e.g. customer service tasks in the event area and in the VIP and official partner areas.

### **1. Info Desk**

You will guide audience and other participants inside and outside the arenas and in fan zones. In addition, you will work at the volunteer info desk. You can answer to many questions and know where to get more information if needed. You know the arena and its surroundings well and know how to guide guests in the use of public transport in the cities. This task requires an excellent customer service attitude and proactivity in an occasional hectic environment. You can guide in both Finnish and English. Other languages are also considered as an advantage.

### **2. Hotel Info**

Domestic and international championship guests stay in the official 2022 IIHF WM partner hotels. Hotel info coordinates e.g. transportations of guests and guidance on issues related to the host cities and the 2022 IIHF WM. This task requires good

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organizing and interaction skills, as well as knowledge of the host cities and language skills.

### 3. VIP Services

You take care of the guests of the Organizing Committee and the IIHF during the 2022 IIHF WM. You make sure that guests feel comfortable during the games, take care of the VIP area's access control, and guide guests to their own seats if necessary. You can work in an international environment, you have excellent customer service skills and you are fluent in both Finnish and English. Other language skills are considered as an advantage.

**NB: You are at least 18 years old.**

### 4. VIP and Hospitality Areas

You make sure that VIP guests feel comfortable during the games. You have excellent customer service skills. VIP and hospitality tasks are mainly located in Tampere.

**NB: You are at least 18 years old.**

## Sport Operations

Sport Operations tasks include e.g. assisting teams, organizing game and practice events and game statistics. These tasks require language skills and the ability to co-operate. It is considered as an advantage if you have previous experience in working with ice hockey teams and implementing different areas of the game event as well as ice hockey knowledge. Off Ice Official and statistical tasks require membership of a Finnish referee club.

### 1. Game Operations

Volunteers will assist the Game Operations Manager in the game event. Tasks include assisting in the scheduling of a game event, e.g. escorting teams and referees on the ice. This task requires that you strictly follow the instructions, language skills and the courage to instruct and guide teams to follow the instructions.

### 2. Sport Office

Sport Office together with Team Hosts, is responsible for the smooth running of teams and referees' schedules (practice times, transports, meals) and for co-operating with related parties. Sport Office takes care of the sport facilities on practice and game days together with Team Service and assists the Organizing

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Committee in the game events. This task requires language and customer service skills and a brisk attitude.

### 3. Off Ice Officials & Statistics

Off Ice Official tasks of the game event are produced together with Finnish Ice Hockey Referee Federation and its member associations. Most of the tasks are no different from normal game event tasks. Due to the value of the IIHF Ice Hockey World Championships, the requirements of the IIHF, different software and an exceptionally large number of games, co-operation is practiced e.g. with the statistics team and announcers before the 2022 IIHF WM begins. Tasks require accuracy and collaboration skills.

- Off Ice Official tasks of the game event: e.g. time keeper, scorer, penalty time keeper
- Statistical task of the game event: e.g. game time tracking, shots and starts statistics

**NB: The persons selected for these tasks must be working actively as Off Ice Officials during the season 2020-2021. The person must belong to a Finnish referee club and the Off Ice Official course must be completed.**

### 4. Referee Hosts

Referee hosts assist the Organizing Committee and the IIHF's referee team and ensure the smooth running of the referees' day program. Referee hosts coordinate the day program in co-operation with the OC Team Services Office and transportation team. Hosts must have language skills and local knowledge, and knowledge of ice hockey is also considered as an advantage.

### 5. Team Service

Team Service includes e.g. laundry and towel service, delivery of practice pucks, delivery of snacks during games to teams and referees, and assisting teams' own equipment manager in equipment repairs and service. This task requires a customer service attitude, language skills, as well as being able to do long shifts.

### 6. Anti Doping Escort

The IIHF Medical Supervisor appointed by IIHF for the tournament will train the escorts. The escorts will accompany the player during the test according to the instructions given by the Medical

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Supervisor. This task requires fluent English, other language skills are also considered as an advantage.

**NB: The escort must be a male person over 18 years of age.**

**7. Stand by Doctor**

Stand by Doctors follow team's practices and games, and lead the operation of situations that may require first aid. Knowledge of ice hockey and fluent English are considered as an advantage.

**NB: You have to be licentiate of Medicine.**

**8. Stand by Nurse**

Stand by Nurse works as part of the audience first aid team at games or the player safety and first aid team at ice practices and games. Fluent English is considered as an advantage.

**NB: This task requires Bachelor's degree in Nursing or in Emergency Care.**

**Arena Entertainment**

You are involved in the implementation of side events, ie e.g. program numbers during intermissions and commercial breaks, as well as events outside the arenas (e.g. Fan Zones). The arena entertainment team works in close operation with the Organizing Committee. The task requires courage to get involved in different situations, the ability to make circumspect decisions and to have brisk approach to tasks.

**1. Game Presentation**

Game Presentation team assists with entertainment elements at the opening ceremony, pre-game events, during intermissions and commercial breaks with such as audience activations and accompanying guest artists or performers. Works under the Game Presentation coordinator. The task requires an active and catchy attitude and a social character. Fluent English is considered as an advantage.

**2. Fan Zone areas / Event Assistant**

Assisting in events and programs in Fan Zone areas and possibly assisting in other special events related to 2022 IIHF WM's outside the arenas. The task includes e.g. assisting guest performers and assisting with audience activation. The task requires an active and catchy attitude and a social character. Fluent English is considered as an advantage.

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## Communication, Marketing & Sustainability

The area includes assisting with the reporting media, running the media center, directing the reporting media at games, media courier services and tasks related to the event marketing. During the 2022 IIHF WM is also needed content producers on the channels of the Finnish Ice Hockey Association and the WM's official channels.

### 1. Media Services

Media services team assist the reporting media and run the media center. Tasks require customer service and language skills. The applicant should understand the needs of the reporting media. Fluent Finnish and English is required, other language skills are considered as an advantage.

### 2. Copying and courier services

You make sure the reporting media has the games necessary statistical materials. You promptly deliver statistical material to those who need it (e.g. TV broadcasters, commentaries). The task requires initiative and brisk approach to tasks given.

### 3. Event Communication

You are part of the event communications team, producing video, image or text content for the official 2022 IIHF WM channels.

**Photographers** to photograph the games during the tournament and possibly other events inside and outside of the arenas. In addition to shooting, photographers are expected to enter the necessary metadata into the images and upload the images to the WM's image bank as an FTP transfer. Some photographers can also support the WM's photographer service.

**Video Team Members** to produce material such as interviews and over all atmosphere pieces for the 2022 IIHF WM website and video/image data bank. The task requires both video and editing skills as well as interview skills.

**Social Media Team Members** to produce content from the WM's to event's official channels. Social Media team works in part in cooperation with the video team, but small video shooting tasks can also be performed by the social media team independently.

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The task requires excellent written and spoken skills in Finnish and English.

**Writing Journalists and Translators** to produce content (news, interviews) and translate material (Finnish-English) to 2022 IIHF WM's website. The task may also include reporting on other parts of the 2022 IIHF WM inside and outside the arenas. The task requires excellent Finnish and English language skills and fluent and sharp writing skills.

#### 4. **Marketing**

Marketing volunteers play a key role in implementing the official 2022 IIHF WM theme and brand during the tournament. Tasks also include assisting with other marketing activities during the tournament. The task requires an understanding of brand management (and further developing competence) as well as fluent Finnish and English. Visual skills are considered as an advantage.

#### 5. **Communication at Finnish Ice Hockey Association**

Produces video, image and text content from the tournament on the channels of the Finnish Ice Hockey Association. Looking for literate editors, photographers and videographers, as well as content producers.

We are looking for **photographers** in Tampere and Helsinki to photograph the games during the tournament and possibly other events outside the venues. In addition to shooting, the photographers are expected to enter the necessary metadata into the images and upload the images to the Finnish Ice Hockey Association's image bank as an FTP transfer.

**Writing journalists** to Tampere to produce content (news, interviews) for the Leijonat.fi website, which monitors the Finnish Team in close proximity at the 2022 IIHF WM, but also to report other events inside and outside the arena. The task requires good Finnish language and fluent writing skills.

**Video Team Members** to produce interviews on the Leijonat.fi website – both video and editing skills and interview skills are at the heart of this task. The tasks are focused in Tampere.

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**Content producers** to produce current content about the 2022 IIHF WM and Finnish Team on Leijonat social media channels. The tasks are focused in Tampere.

### **Security and Transportation Services**

Tasks include event access control and security, and transportation of tournament guests. You must understand the importance of safety, transportation and guidance from the perspective of the smooth running of the event and the comfort of the customer. You are customer service-minded, multilingual and have a brisk attitude.

#### **1. Access Control**

In a game event, the access control guides audience and checks accreditation cards at a designated desk point and directs audience to the right places if necessary. The task requires a customer service spirit, language skills, patience and the ability to follow instructions.

#### **2. Security**

The security team is responsible for the safe running of the game event in the public areas.

**NB: The task requires a security steward license.**

#### **3. Driver and Driving Organizer**

Transport tasks include transporting the official participants of the 2022 IIHF WM between the partner hotels and the arenas in cars booked by the Organizing Committee, as well as arranging the car rides at the transport office. Local knowledge is considered as an advantage.

**NB: The task requires driver's license.**

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