



General Event Volunteer Roles Overview

To find the best role suited for you, make sure to contact the Volunteer Engagement Specialist. Their contact information can be found on the event page in the description. If you have any question about who to contact, please reach out to VolunteerMS@nmss.org.

Main Event Site Roles

Event Set-Up Team: Unloading and distributing supplies, setting up tents, tables, and chairs, hanging banners and signage, decorating tents and tables (heavy lifting required ≤50lbs)

Event Tear Down Team: Cleaning up the event site, taking down decorations, signage and banners, breaking down tents, tables, and chairs, organizing and loading supplies (heavy lifting required ≤50lbs)

Volunteer Check-In Lead:

- ****REQUIRES 30-minute virtual training PRIOR to event with Volunteer Engagement Specialist****
- The Volunteer Lead(s) create a working infrastructure throughout the event by serving as the main point of contact for day of event volunteers. Key Responsibilities include but are not limited to:
 - Collaboration with staff to gain full understanding of day of event volunteer needs
 - Running event volunteer check-in and direct volunteers to their assigned areas
 - Ability to manage large groups of volunteers in multiple locations
 - Assist in identifying event needs (i.e., thinking on your feet) throughout the duration of event"

Volunteer Check-In Assistant: Assists on site volunteer engagement staff with checking in volunteers, ensuring paperwork is turned in and volunteers receive a t-shirt and instructions for their volunteer shift

Packet Pick Up (Registration): Setting up/tearing down packet pick up event area, organizing supplies, passing out participant packets, t-shirts, goodie bags, and other information, collecting donations, providing excellent customer service, assisting Society staff as needed.

Bike Compound: Setting up bike racks, checking bikes in/out of secured area, ensuring cyclists receive great customer service.

Bike Loading: Loading bikes into truck(s), organizing bikes by rider number, providing customer service to cyclists (lifting required ≤ 25 lbs.).

Bike Unloading: Unloading bikes from truck(s), organizing bikes by rider number in bike compound area, checking bikes in/out of secured area, providing great customer service to cyclists (lifting required ≤ 25 lbs.).

Team Village Area: Setting up and decorating team tents, acting as a concierge for specific teams, providing customer service and information to participants and team captains as needed.

T-Shirt/Jersey Distribution Team: Organizing supplies, shirts/jerseys by size and type, handing out jerseys/shirts to qualifying participants, keeping area tidy, providing excellent customer service.

VIP Tent: Assisting VIP participants at the reception area, VIP shower area, and more. Tasks may include setting up/breaking down area, decorating, providing great customer service, and checking on access credentials.

Shuttle Concierge: Assisting participants as they load shuttles. Ensuring participants have either pre-purchased a ticket or purchase a ticket on site. (Background check required for volunteers assisting with ticket sales transactions)

Jump Team: Helping staff with various tasks throughout the event, setting up/tearing down event site, communicating with other volunteers, filling in for others on an "as needs" basis (lifting may be required)

Food & Beverage Team: Setting up and organizing food service area (in partnership with catering where applicable), handing out food to participants, cleaning up area and putting away supplies. Most items are single serve. General sanitation protocols are in place (i.e., hand sanitizer, gloves, etc.)

Greeter: Welcoming participants and directing them to the appropriate areas at the event site, answering questions as needed, ensuring registration lines are moving quickly and that participants have all necessary materials completed before they get to the front of the line

Housing Check in: Checking participants in/out, assigning housing/sleeping quarters to participants, providing great customer service. Check with your local teams if this is a thing. Most sites are handled by the housing staff of the college/event site, not society volunteers/staff

Hydration Station: Setting up/taking down hydration area. Welcoming and encouraging/congratulating participants, mixing sports drinks (where applicable), serving beverages, icing down beverages and replenishing supplies as needed, keeping hydration area clean. Some lifting may be required.

Information Tent: Answering questions, providing information and customer service to participants and spectators at a designated area. Specific event information and maps will be provided for reference. (Additional training prior to event day may be required) Most of the time, this is a staff driven role, but not always (i.e., smaller markets need the volunteer support--ensure appropriate FAQ documents are prepared)

Luggage Crew: Welcoming participants, ensuring luggage is properly tagged, checking participants' luggage in/out of secured area, lifting, and moving duffle bags, tents, coolers, and luggage cases, providing excellent customer service. (Lifting required ≤ 20 lbs.)

Parking Information: Providing helpful information to participants about parking and event site areas *Society volunteers can NOT assist with parking, traffic flow, or any other assignment that would require them to interact

with moving vehicles on a public road or parking lot. This position can be standing or seated – if you will need to sit, please let your Volunteer Engagement Specialist know so we can ensure there will be a chair for you.

Shuttle Driver: Utilizing a Society rented vehicle, assists with driving participants to/from main event site*
Background and MVR Check required

Living with MS Area: Setting up/breaking down area with appropriate supplies, managing the mission area during the event which may include distributing Society print materials, speaking to constituents about MS Society. This area may include community focused areas or mission focused areas like "Wall of Hope," "I ride for" bibs or similar collateral, may vary by market.

Medal Distribution Team: Organizing and keeping supplies organized; coming up with a system that works for the entire medal distribution team to ensure every cyclist who crosses the finish line receives a medal in the safest way possible

Spirit Team: Standing at the finish line to cheer on participants, using noise makers, volunteers are encouraged to bring signs or cheering swag from home to the event

Main Event Site Specialty Roles:

Photographer: Using personal photography equipment, capture event including team photos, start & finish line photos, route photos, & festival area photos. Volunteer Photographers are expected to share full rights to digital media with the MS Society in-kind.

Massage Therapists: Welcoming participants to massage area, managing lines/waiting area, pairing participants with massage therapists, ensuring massage area remains clean and participants have a relaxing experience.

*Volunteer massage therapists must provide a digital copy of their massage licensure and insurance. Massage therapists use touch to treat and alleviate participants' injuries and fatigue as well as promote general wellness

Medical Volunteers

Medical Support: The medical support team consists of certified medical professionals (EMT, EMS, RN, etc.) who administer First-Aid to Bike MS event participants. The support locations include rest stops, lunch, overnight, finish, and along the route. *This volunteer position is not a bike-riding position.

Bike Medic: A bike medic is a volunteer rider who provides medical assistance along the route. The level of care will usually be BLS but can include BTLS and ALS. Other duties may include traffic control, minor bike repairs and rider information. EMS volunteers must have a minimum ECA or greater. BTLS, ACLS and any other specialty certifications are welcome. They are not required to be affiliated with a fire department or EMS service, but some pre-hospital experience is preferred. EMS will carry BLS as well as BSI items. Communication is via cell phone to the ride's Command Center/Net Control. A special rider jersey will be issued in some markets.

On Route Roles

Supply Truck Driver: Driving, loading, and unloading trucks and vans carrying supplies along the route. Moderate-to-heavy lifting may be required. Drivers with commercial licenses preferred. *Background and MVR Check Required

Communications Team/HAM Operator: Amateur radio operators are assigned to several different groups or stationed at different locations along the route. This is a one- or two-day commitment, depending on your location.

Motorcycle Crew: Motorcycle Marshals provide motorcycle escort support along the route to troubleshoot problems and ensure rider safety. When needed, they respond to emergencies and traffic situations. Responsibilities may include the following: Starting the route on Days 1 and 2; monitoring the flow of riders; communicating with Tour officials via the command center or net control; and handling minor incidents. Like bicycle riders, all Motorcycle Marshals are required to wear a helmet. Current policy does not allow trikes or any other motorcycle variations with more than two wheels; sidecars; or trailers towed behind the motorcycle.

*Motorcycle Marshals must have a valid motorcycle driver's license and proof of insurance covering the motorcycle to be ridden in Bike MS.

SAG Drivers: All volunteer drivers are required to meet the following standards:

- Pass a criminal background check
- Pass a Motor Vehicle Record screening
- Be at least 25 years of age

In addition, all volunteer drivers must have average visual acuity; the ability to drive a 15-passenger van (or a similar vehicle) through tight rider/pedestrian areas; possess the ability to lift up to 40 pounds, such as large bicycle. It is important that SAG drivers practice patience and can handle high-pressure situations.

SAG Navigators: Serve as the co-pilot assisting the SAG Driver with navigation/directions, a second set of eyes, interacting with passengers and safely loading bikes.

Rest Stop Captain: Serves as the main point of contact for assigned rest stop location; supports the Volunteer Engagement Staff member in recruiting, training, and engagement of rest stop team; ensures in-depth understanding of the ins and outs of what is required at assigned rest stop (advance training required)

Rest Stop Team: Setting up/taking down the site (may include tents, tables, chairs, and additional support uploading the supply truck), running hydration (may include mixing sports beverages where applicable) area and serving food to participants (single serve where possible); encouraged to bring decorations and signs to cheer on riders as they enter your stop

Ride Marshal: Ride Marshals are registered cyclists who act as both Good-Will and Safety Ambassadors for Bike MS. Ride Marshal applicants must be 18 years of age, be passionate and knowledgeable about safe cycling, and be willing to work with fellow cyclists to promote safe cycling. Ride Marshals must have completed at least one Bike MS event within five years. Event Production

Route Spirit Team: Directing participants at key locations on the route to ensure the route is followed correctly while cheering people on

Route Marking Support: Marking event route with signage to indicate the direction participants should follow. Often this task is completed in collaboration with a staff or committee member utilizing a vehicle or golf cart.