



Job Title: Volunteer Coordinator - Recruitment & Recognition

Reports to: Manager of Community Engagement, Culture, and Volunteers

Organization Overview: The Arctic Winter Games (AWG) are a bi-annual world-class sporting and cultural event, with 2,000 participants and an equal number of volunteers from around the circumpolar north. Designed to celebrate the unique sports and cultural heritage of the Arctic, this multisport event showcases 20+ traditional and non-traditional sport competitions as well as a weeklong cultural exchange program. The Whitehorse 2026 Arctic Winter Games Host Society was formed to plan and deliver the 2026 Arctic Winter Games.

Position Overview: As a member of the 2026 Arctic Winter Games Host Society, the Volunteer Coordinator(s) will play a key role in assisting with the volunteer registration and accreditation program. These positions are critical to ensuring the successful recruitment, registration, and support of 2,000 volunteers.

- **People-Focused Role:** Responsible for in-person interactions, such as assisting with volunteer queries, facilitating criminal record check submissions, and building relationships to foster a positive volunteer experience.

These positions require excellent communication skills, attention to detail, and adaptability in a dynamic, event-focused environment.

Key Responsibilities:

1. Collaborate with the Manager of Community Engagement, Culture, and Volunteers and the Lead Volunteer of Volunteers to align volunteer program initiatives with broader event goals.
2. Support the recruitment, onboarding, training, and scheduling of volunteers.
3. Assist in the development and management of volunteer communication strategies.
4. Coordinate with other Host Society divisions to fulfill volunteer requirements.
5. Support the facilitation of the volunteer accreditation system.

People-Focused Role:

1. Provide in-person support at the Volunteer Centre, assisting with sign-ins and criminal record check submissions.
2. Assist in organizing volunteer orientation sessions, fostering an inclusive and welcoming environment.
3. Help coordinate volunteer uniform distribution and address individual needs or concerns.



4. Assist with volunteer inquiries and provide ongoing support to the Volunteers Functional Area

Qualifications:

- Minimum 2 years of experience in volunteer coordination, project management, or event operations or a related field, preferably within the sport industry or community-based organizations.
- Excellent written and verbal communication, interpersonal, and networking skills with the ability to build and maintain relationships with diverse stakeholders.
- Highly organized and detail-oriented with the ability to manage multiple projects and deadlines simultaneously.
- Willingness to travel and work flexible hours, including evenings and weekends as Required.
- Experience managing databases and IT systems (for Technology-Focused Role).
- Excellent interpersonal skills and experience in customer service or volunteer support (for People-Focused Role).

Conditions of Employment:

- Office hours may fluctuate at different points during the planning process leading up to the Games but will normally not exceed 40 hours per week.
- All applicants must be legally entitled to work in Canada at the time of application.
- Criminal Records Check with Vulnerable Sector Verification required for all positions.
- Credential checks may be required.

Term: February 2025 – April 2026

Salary Range: \$60,000-\$75,000

We thank all who apply; however, only those selected to proceed in the recruitment process will be contacted.

Important Note:

- The Host Society reserves the right to change, amend, or discontinue this job description at any time. This document is intended to provide an overview of the required responsibilities and qualifications.