

## Chapter 5

# Volunteer Positions & Requirements





## Section I What Volunteers Are Needed

The volunteers mentioned in the Beijing Olympic Volunteer Program refer to those who will serve other people, society, and the Olympic Games from now until 2008 throughout the preparation and holding of the Olympic and Paralympic Games. They will operate on the basis of free will, in the form of volunteer service and within the system of the Beijing Olympic volunteer Program. They include “Towards Olympics” volunteers, Games-time volunteers, Paralympic Games-time volunteers, BOCOG pre-Games volunteers, City Volunteers and Society Volunteers.

### I. “Towards Olympics” Volunteers

“Towards Olympics” volunteers refer to those who request extensive participation



Youth & Olympics — Action!

of citizens and help build a social phenomenon as the whole nation moves towards the Olympics.

(1) Criteria — Individuals, families from various ethnic groups and all walks of life and units in various trades and industries can participate in the “Towards Olympics” voluntary activities as long as they are interested in the Olympic Movement, eager to work for public welfare undertakings and willing to contribute to the Olympic Games.

(2) The main tasks of the project include popularizing the Olympic Movement and the concept of volunteer service, boosting public recognition and involvement, improving the quality of the volunteer services, establishing mechanisms for mass participation in voluntary service activities, enhancing civic quality, building up Beijing's new image, and promoting harmonious social development.

## II. Olympic Games-time Volunteers

Olympic Games-time volunteers refer to those recruited directly by Beijing Organizing Committee for the Games of the XXIX Olympiad (BOCOG). They will accept management of BOCOG, have Olympic accreditation, and be issued Olympic



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identity cards, perform post-specific responsibilities during the Games, work at the times and places designated by BOCOG, and serve at the Beijing Olympic Games without pay. This is a general policy applied to all the Olympic Games-time volunteers.

(1) Criteria — Abiding by Chinese laws and regulations,

being enthusiastic for public welfare undertakings, being able to communicate in foreign languages, satisfying BOCOG's requirements on working time, and being qualified for the posts for which they apply. As for professional volunteers, apart from meeting the fundamental demands listed above, they should also possess the professional skills and expertise required for their specific posts.

(2) Their main tasks will be: Provide quality volunteer services to the members of the Olympic Family, athletes, referees, media reporters, spectators and other related personnel. It is estimated that about 70,000 Games-time volunteers will be needed. The recruitment of Games-time volunteers will be launched at the end of August 2006 and completed in March 2008.

### III. Games-time Volunteers for the Paralympic Games

Games-time volunteers for the Paralympic Games refer to the volunteers recruited directly by BOCOG or recruited by entrusted agencies. They will receive management of BOCOG, have Paralympic accreditation, and be issued Paralympic identity Cards, take post-specific responsibilities during the Paralympic Games, work at the times and venues designated by BOCOG, and serve at the Beijing Paralympic Games without pay.

(1) Criteria—Abide by Chinese laws and regulations, meet requirements of volunteers specified by BOCOG (such as age), possess qualifications and qualities for the posts at the Paralympic Games, be willing to offer voluntary services for BOCOG and accept the leadership and management of BOCOG. Paralympic volunteers also





have to be deeply concerned about the disabled and equipped with certain knowledge and skills to help the disabled of nursing. Some of the Olympic Games-time volunteers will be selected to continue serving in the Paralympic Games.

(2) Tasks—During the Paralympic Games, volunteers will provide efficient and thoughtful services to members of the Paralympic Family, athletes, referees, media reporters, spectators and other participants. Their contribution will make the Olympic Games and Paralympic Games “equally splendid”.

The main service area and mission of the Paralympic volunteer project will be defined in reference to those of the Olympic Games with partial adjustments in light of the differences of the Paralympic Games. It is estimated that about 30,000 Games-time volunteers will be needed for the Paralympic Games.

#### **IV. BOCOG pre-Games Volunteers**

BOCOG pre-Games volunteers refer to persons recruited to participate in the routines or special activities of BOCOG and offer voluntary services to BOCOG at the preparatory stage of the Olympic Games. University students and professional volunteers will constitute the majority of the pre-Games volunteers.

(1) Criteria—Abide by the Chinese laws and regulations, satisfy the requirements and criteria specified by BOCOG, possess the qualifications and abilities for the designated posts, be willing to offer voluntary services for BOCOG, and accept the leadership and management of BOCOG.

(2) Recruitment and management — Pre-Games volunteers will be recruited directly by BOCOG or by entrusted institutions, according to the actual needs of BOCOG. The pre-Games volunteer project was started in March 2004. The management of the pre-Games volunteers will be part of the BOCOG routine management system. Regular evaluation and assessment will be made on the performance of the volunteers, and appropriate citations and rewards will be given on that basis.

(3) Training — BOCOG will organize generic training and related professional training courses according to the duties of the pre-Games volunteers, in order to give them a better knowledge of BOCOG, help them adapt to their work environment and posts, and bring their roles into full play. BOCOG plans to select a number of pre-Games

volunteers to be Games-time volunteers in light of the actual needs of BOCOG and their abilities and performances.

(4) Positions — Receive hot-line phone calls, conduct environmental protection propaganda, collect tort information, translate documents, give project management consulting and technology support, etc.



BOCOG Pre-Games Volunteers

## V. City Volunteers

City volunteers refer to those who have fixed or specially assigned working positions during the Olympic and Paralympic Games, not including the Games-time volunteers, and they are different from Social volunteers.

(1) Recruitment—City Volunteers will be recruited from the public. About 400,000 city volunteers will be needed. Two recruiting ways will be adopted: Oriented recruitment and society recruitment. Local Olympic Volunteer Work Coordination Groups (of District or County level) are responsible for organizing oriented recruitment



Feb. 17 —24, 2007: Launch of the Volunteering Week of Spring Festival by City Volunteers; Volunteers distributing Spring Festival Scrolls to people passing by.

and receiving group signing-ups from agencies or units who are under leadership of District government or located in the District, or who needs outside organizational support. Society recruitment will be widely applied in the whole society and organized by local Olympic Volunteer Work Coordination Groups.

(2) Mission—2,000 city voluntary service stands will be established at major traffic hubs, commercial networks, scenic spots, hospitals, hotels, and cultural

centers to serve in areas of information consulting, and other services with regional features. Regular services and professional services, such as: translation, news collection and editing, television production, secretary services and commercial services, will be provided to non-accredited journalist news center. City Volunteers will also help for the Olympic Torch Relay activities and other out-door contests such as Marathon and cycling.

## VI. Social Volunteers

Social volunteers refer to those who serve during Beijing Olympic Games and Paralympic Games within or around communities (villages) to create a phenomenon of Olympics, to spread Olympic concepts and culture, to maintain social orders, to optimize city environment, to advocate civilized behavior, and to promote harmony in the communities, towns and villages. They are an important part of the volunteer projects of Beijing Olympic Games.



## Section II Volunteer Positions in Beijing Olympic and Paralympic Games

Positions for volunteers in the 2008 Olympic Games are related to: translation and interpretation, protocol and reception, contest organization, facilities management, environment, market development, technology, food and beverage, spectator services, medical services, anti-doping examination, venue personnel management, security, news operation support, venue photograph service, logistic and distribution, transportation, venue administration, accreditation and ticketing. See the following brief introduction of certain positions in different areas.

### 1. Translation and Interpretation

Provide translation or interpretation services for athletes, accompanying officials, Olympic and Paralympic officials.

### 2. Protocol and Reception

Volunteers will be responsible to receive members of the International Olympic Committee, members of the National Olympic Committee, representatives of international organizations, representatives of the media, commercial sponsors and other participants and provide information regarding transportation, games arrangements, tourism and scenic spots, entertainment and shopping.



### 3. Contest Organization

Provide services for games preparations and operations in all the venues and training sites, such as preparation of game-use equipment, calculation of game time and scores.

### 4. Facilities Management

Receive and record calls from maintenance hot-line, inform facility managers or

assistant managers of maintenance needs and requests.

### 5. Environment

Assist environment manager in supervision and inspection of cleanness of venue and performance of refuse managing contractors. Verify statistics relating to categories, quantities and categorized dealings of refuse provided by contractors. Assist environment manager in coordination with related departments to apply environment protection publications and environment management operations.

### 6. Market Development

Assist market development manager in Games market development; supervise sponsors' performances according to sponsorship agreement and protect contractual rights of sponsors.

### 7. Technology

Assist in management and daily operations of venue technology systems (including computer network, wireless communication, broadcasting and video systems). Provide technological support to the Games.

### 8. Food and Beverage

Following dining policies issued by the Organizing Committee, assist food and beverage manager in operations and management and satisfy needs of different groups.

### 9. Spectator Services

Responsible for ticket checking on different groups of spectators in respective venues. Serve the spectators and maintain orders of come-and-go and keep good order during contests.

### 10. Medical Services

Provide on-time and effective on-site medical services, urgent medical aids and transferring service, and public health



services for athletes, spectators, volunteers and other working staff during the two Games.

### 11. Anti-Doping Examinations

Assist Anti-Doping Examination Station manager in conducting anti-doping tests; enter data into related forms; guide and supervise collection, sealing and storage of samples of examined athletes; inform examined athletes; inspect and accompany athletes to report to the station.

### 12. Venue Personnel Management

Assist venue personnel manager in providing human resource supports to venue teams, organizing general and professional training and administering performance examinations.

### 13. Security

Assist security director in venue (inside and neighboring areas) security.

### 14. News Operation

Assist in Games news publication and media operation; provide facilities and services for journalists, BOB and rebroadcast televisions.

### 15. Venue Photograph Services

Provide direct services for photographers at designated positions around contest sites, in photographic area within news centers, and at venue stands; coordinate disk/film sending services within venues.

### 16. Logistics and Distribution

Assist the assistant venue logistics and assets manager in receiving assets, establishing inventory and track assets. Renew data of venue assets. Coordinate venue asset distribution and return.

### 17. Transportation

Assist in providing transportation services for athletes, officials, judges, and journalists.

## 18. Venue Administration

Assist director of venue communication center and director of operation center in daily office management, liaison and administration; conduct necessary coordination and supervision among and on operation of respective departments.

## 19. Accreditation

Assist venue accreditation manager in producing and issuing registration cards (identification documents) to qualified athletes, accompanying officials, sports officials, VIPs from China and abroad, journalists and staff members who provide Games-time services. Solve problems occurring during accreditation process and using.

## 20. Ticketing

Provide consulting services such as information of contests: rounds and times, and ticket selling.

# Section III Requirements and Standards Regarding Voluntary Services

Volunteers will have plenty of knowledge about volunteering requirements and standards related to voluntary services before they start working. This is a prerequisite for good performance. Volunteers have to be honest and dedicated, punctual and law-abiding, warm-hearted and persistent, united and friendly, and work without seeking individual benefits. Volunteers must all meet certain service standards.

## I. Requirements

### 1. Honest and Dedicated

The value of life is measured by one's contribution. Seeking no personal reward, dedicated to serving others and contributing to the Olympic Games are basic requirements for volunteers. These requirements also embody a volunteering spirit.

It is a chilly winter night in Salt Lake City. Elena (translated name) stands outside of the main news center of the Winter Olympic Games and is busy registering numbers of shuttle buses and passengers. She works from 9 P.M. to 4 A.M. in the morning.

Lucy is a mother of two children. She and her husband still choose to work voluntarily, asking her sister to take care of their two kids.

Roan Houston is an accountant at a gas company. He is responsible for reception at the airport. He and his youngest son are both Olympic volunteers and they work from 9 P.M. until midnight.



Diligent Rainbow Volunteers

## 2. Punctual and Law-abiding

Volunteers have to be punctual to work, and obey these rules: possess valid identity documents at work, follow work procedures and obey security rules. These are basic requirements essential for effective operations.

Bob is a volunteer in the transportation section of Salt Lake City's Winter Games. Every morning he drives from home which is 100 miles away from Salt Lake City and drives back every night because the Organizing Committee does not provide accommodations. Some say that after 9/11 Salt Lake City is not very safe for holding





the Olympics, but Bob doesn't let this deter him. Every day he comes to work early and completes his job in spite of the long distance or poor weather. He takes time to arrange everything in advance and fully devotes himself to his work. He says, "Being a volunteer is nice. I can associate with many people and I enjoy it."

### 3. Warm-hearted

"I have friends throughout the world; although long distances lay between us. I feel they are my neighbors." (Translator's note: It is a poem written by WANG Bo, a Chinese poet in the TANG Dynasty.) The Olympic Games are an event for all people of different nationalities, races, customs and cultures. They come together for better communications, exchange and friendship. Volunteers, as bridges of fraternity, will present a mirror of Beijing—warm-hearted and friendly. Their outstanding work will leave memorable impressions on the city's visitors.

The 21st Universiade was over. The team leader of Thai delegation left a letter for the head of the Universiade Village. It said, "Since we moved into the Universiade Village on August 17, 2001, my team and I have received a warm reception and great lodging services. In the past 10 days, through the work of your staff and the volunteers, we deeply felt your good will. Service was excellent and effective. They treated us not only as guests, but friends, and our friendship grew daily. If I were you, I would be very proud of them."

### 4. Persistent at Work

No single position is of higher priority. Each position is essential to the orderly operations of the Olympics. Thus, having a positive attitude at work is as essential as fulfilling all responsibilities.

During the 21st Universiade, volunteers' work at the staff dining hall includes unloading, food distributing, collecting and cleaning dishware and dumping garbage.

Every day they need to repeat these steps. Though it isn't far between their work place and the venues, none of them will watch the games. They know in their hearts that they have to be persistent at work and fulfill their duties, which include the solemn commitments they made when they signed up to be volunteers.

### 5. United and Friendly

The focus must be on teamwork. Volunteering is not done by one single person but by the whole team, and communication is very important. Effective operations of the team rely on honesty, understanding and respect among members and depend on solidarity and mutual aid.

During the games of the 21st Universiade, a team of 15,000 directly-organized volunteers and 25,000 mobile volunteers served in many fields: airport reception, lodging reception, venue services, translation and interpretation, cheering squad, and large-size events. Volunteers helped each other and some of them even offered extra services after they completed their own duties. Officials of Universiade Union, athletes and Beijing citizens all gave high praises to the volunteers' spirits of solidarity, mutual-aid, selflessness and quality service. Volunteers' healthy and active images as well as open and gentle attitudes reflected a shining and beautiful scene at the Universiade.

### 6. Pursuing no personal benefits

Olympic volunteers serve without pursuing personal benefits. According to Olympic customs, the organizing committee is only offered uniforms, free meals and necessary transportation expenses, with no monetary payment or reward. Volunteers do not work for material gain. Meanwhile, even working inside the venues, volunteers are not allowed to watch the games or take photos with sports stars. Their job includes a serious attitude toward fulfilling their duties.



Serve at Venue · Solidarity and Mutual-Aids

At the Olympic Games in Sydney, some volunteers were responsible for vehicle dispatching; some were in charge of checking tickets under the burning sun; some guided spectators in the crowded stations and others ran around sending and receiving game scores. Many people didn't see what happened in the venues or have time to watch television. Though the daily work can be exhausting, volunteers have to answer all kinds of questions with patience. Sometimes they make jokes to encourage spectators who are waiting in long lines and getting impatient.

## II. Rules on Volunteers

### 1. Rules on Using Passes

Passes have to be shown to enter certain places or areas. Passes bear basic information about the holder, including name, title, section, and admitted areas. Only by holding such passes are volunteers authorized to enter. Volunteers must wear their pass in a place that is easily spotted, and if it is lost or damaged, they should get a new pass issued on time. Lending the pass to others is prohibited.



### 2. Rules on Duty

Volunteers have to sign in and out when on and off duty. Before starting to work, they have to clarify job duties. When unable to perform at assigned positions, volunteers have to report to supervisors. Being absent without good cause is not allowed. Maintain the security and cleanliness of each working place and wear appropriate and clean uniforms.

### 3. Rules on Providing Services

Volunteers will have opportunities to contact people from different countries with different cultures and customs. Volunteers should respect them, be friendly, polite and cautious. The basic job of

volunteers is to make the athletes feel comfortable and play well in the games.

#### 4. Rules on Teamwork

The success of volunteer service in the Olympic Games depends on the group as a whole. When the entire team works together, it is more successful. It's essential to know the mission and tasks of the team, be familiar with the communication channels, establish good relationships with co-workers, and strive together to reach the goal, while maintaining unity.

### A Volunteer's Story

#### “I am answering phone calls for BOCOG!” — ZHANG Chen, a BOCOG Pre-Games Volunteer

I am not volunteering in order to gain anything as a Pre-Games volunteer. I just want to enjoy the intense but happy work environment. I applied to volunteer not to have contact with the stars. I just don't want the Olympic Games hosted by our country to slip away from me because I would regret that when I grow old.

— ZHANG Chen



“Hello. This is the BOCOG hotline. I can help you with questions related to volunteers...” Each time when people dial the number of the hotline of BOCOG, they always hear a tender voice from the other end of the line. Callers who try to obtain information regarding volunteers always find a satisfying answer, more or less. This young lady familiar with Olympic volunteering is ZHANG Chen, a pre-Games volunteer.

ZHANG Chen, a senior college student in the department of News and Media at China Central University of Nationalities, has been a BOCOG volunteer for more than 9 months.

“BOCOG is a family with an intense but happy work environment. It attracts me. At the same time, my work is attractive to BOCOG,” said ZHANG Chen confidently.

## A Great Chance

“Two days after the initiation of the Beijing Olympic Volunteer Program, I became a BOCOG pre-Games volunteer. This is a good chance for me.” ZHANG Chen recalled her memories in the summer of 2004 when she volunteered to clean up books for the National Library branch office.

After a summer’s work, her hard work received high praise from the supervisors of the Library. They suggested she give her resume to the Beijing Volunteers Association (BVA). “I did it and at first was hoping someone would call me for voluntary services. I waited for a period of time, but no one contacted me. Then it just slipped my mind.”

ZHANG Chen said, “On June 5th, 2005, the Beijing Olympic Volunteer Program was officially launched. That was an exciting day for each volunteer. I was discussing with my classmates about applying for volunteering, and just at the moment received a call from BVA. They told me that I could go to BOCOG for an interview if I wanted and be a BOCOG pre-Games volunteer. I was so excited at the time.” Though it was a long time ago, we can still sense her excitement.

## The Most Frequently Asked Question — “How Can I Become an Olympic Volunteer?”

“Being a BOCOG volunteer is not a simple job. Outstanding performances require diligent preparation and a good memory,” said ZHANG Chen. After passing BOCOG’s interview, she was dispatched to the Personnel Dept. Her job is to receive phone calls on the “Volunteer” hotline and answer relevant questions.

How many categories of the Beijing Olympic volunteers are there? Who is qualified to be a volunteer? Can foreigners apply for volunteering? Where can we sign up if we want to apply for volunteering? When talking about Beijing’s Olympic Volunteers Program Action Plan, ZHANG Chen speaks like a specialist. She recites some frequently asked questions very well. She roughly estimates that she receives as many as 80 such calls a day.

## The 3-month Valid Contract

“The contract for pre-Games volunteers is only valid for 3 months. I have been



working for BOCOG for almost 1 year because BOCOG and I really connected. Someone said good things attract each other, and I believe it.” Indeed, according to ZHANG Chen, during her service in BOCOG, the most important thing she learned is character. 9 A.M. is the sign-in time but she usually arrives 15 minutes early. However, when she arrives her colleagues are already there working. When she leaves at 6 P.M., they are still working. Even during lunch time people just have their lunch and go back to work immediately. Nobody takes a long break.

As for her merits which attract BOCOG, ZHANG Chen seems a little shy. “I’m nothing special—just willing to work and learn. I am considerate. Maybe they are the things that attract BOCOG.”

### **It Requires Lots of Patience**

Talking about her job, ZHANG Chen said many girls her age might get bored and impatient if they had to repeat the same answers dozens of times each day. To answer the questions from applicants requires patience and plenty of knowledge. For this reason she often delves into the documents and adds to the information she already knows.

“When I pick up the phone, I have a single idea in my mind: I am representing the BOCOG,” said ZHANG Chen. Last year they received more than 1,000 emails from inquirers and had to establish a database. ZHANG Chen took over without a word. “I think maybe this is the reason I became a pre-Games volunteer.”

### **Next Goal — Games-time Volunteer**

Though she does not want to leave BOCOG and really wants to renew her contract for a third time, she has to prepare her graduation paper. So she finally decided to leave BOCOG.

“But how can a person like me who is so familiar with volunteering easily say ‘goodbye’ to the Olympics?” ZHANG Chen expressed her ambition for volunteering. “I might find a media job after graduation so I can grow and mature and accumulate experience. Before the 2008 Games, I definitely will find a good time to come back to the team.”

Information resources: I Am Taking Phone Calls in BOCOG — ZHANG Chen, A Pre-Games Volunteer, by HU Zhibin, JING News, 03-20-2006.

Questions:



1. How many categories of Beijing Olympic volunteers are there?
2. How many categories of volunteer positions are there?
3. What are the requirements for volunteers?
4. What is the basic rule for on-duty volunteers?
5. What is the rule for providing volunteer services?