

## **Maccabi USA Managers Position Description**

Maccabi USA managers are part of the team responsible for helping members of the USA delegation have the safest, most enjoyable and meaningful experience during the Maccabi Pan Am/European Maccabi Games.

In fulfilling this role, we will work closely with Maccabi USA staff; team coaches and managers; medical personnel; security personnel; team members; and the organizing committee to answer questions, resolve challenges, and offer solutions to support the positive experience of the athletes and teams representing Maccabi USA.

As a Manager, you are expected to be flexible, be approachable, and be energetic from the moment you arrive at the airport until the last athlete is out of your care.

### **Responsibilities**

#### **Pre-Games Prep**

- Participate in all pre-games Zoom meetings for team managements and online trainings
- Pre-Games connections - Be in touch with coaches for the teams you will be working with to develop a rapport and try to answer any questions in advance of departure.
- Set details for meetings during games - communication process
- Participate in Mandatory online security training (date to be determined)
- Understand the differences working with athletes at all levels (Open, Juniors, and Masters)
- Become familiar with CareMonkey, which contains information about all team members (athletes, coaches, management team, etc.)
- Utilization of social/communication phone apps, i.e. Whatsapp
- **JUNIORS:** Parental expectations and when athletes can spend time with families

#### **Flight Captains**

- One Manager per flight will be the "Lead Flight Captain"; they will be informed in advance and their contact information will be shared with all delegates on flight
- ALL MANAGERS have same responsibilities at airport (listed below)
- Work with Gil Travel on issues
- Make pre-flight connections with athletes/parents
- Connect with coaches and share flight expectations
- Check-in athletes before and during boarding process
- In circumstances where there is a flight connection, establish specific boundaries where athletes are to remain and maintain watch over general area.
- Make sure athletes are supported on inbound flights, including assistance in making connections (Juniors should be escorted between flights as much as possible)
- Serve as chaperone for unaccompanied minors (as needed)

#### **Opening Ceremonies/Closing Ceremonies**

- Work with coaches to ensure athletes get to and from ceremony smoothly, have a good plan at the conclusion of the ceremony to return to the bus
- Stress patience and flexibility – set expectations for long day, standing for a while, etc.
- Confirm with all athletes and coaches what they must wear for each ceremony, policies for what items may be carried into ceremonies (personal backpacks, team-issued items, etc.), and to eat/drink water prior to departure
- Get into the experience and encourage the athletes and coaches to as well – they will follow our example
- Assist with “sweep up” duty at conclusion of ceremonies
- Upon departure from ceremonies, take head-count; report back to team manager when all have returned safely to hotels.

### **During the Games (including all team activities, touring, etc.)**

- Be a resource to your teams, help problem solve little issues, i.e. transportation schedule changes; lack of water of practice venues; arranging meals for athletes when competition time conflicts with posted meal time at hotel, etc.
- Establish communication procedures and expectations with coaches for teams you are working with. This will include reviewing daily information (i.e. training times, meal times, curfews, etc.), key tasks (i.e. collecting passports, airport travel information), etc.
- Identify and update signage that will inform athletes/coaches of schedules, etc.
- Serve as Bus Captain during touring and all travel times
  - Take Head Counts or task responsibility of taking head count to the coach of each team on bus
  - Assist coaches with gathering athletes at designated times for on-time departure
- Identify and report any major issues (i.e. violations to Code of Conduct or other in appropriate behavior to team manager(s).
- Make coaches and athletes aware of medical services and how to properly access them (i.e. location of medical training room at hotel) and assist in activating and supporting medical plan, if needed
- Attend competitions (and practices) when available and deemed appropriate (be mindful of your schedule, you cannot make it to everything, pick and choose accordingly)
- Post Morning, night time, event location duties as assigned
- Connect teams to cultural and social opportunities offered by games organizers and our delegation
- Provide information and reminders about Lev L’Lev/Community Service programs
- Unless instructed otherwise, do not wear Team USA clothing/valuables in public which can attract unwanted attention
- All activities not already on schedule (i.e. additional sightseeing for team that is not competing on a given day) must be approved by security team before any other arrangements can be made
- Connect with the sport liaisons at your hotel for daily updates and schedules
- To the best of your ability, establish relationship with coaches and athletes
- Nighttime duties as assigned
- Manage lodging assignments and issues as needed
- Establish connections with key personnel at your accommodation site (hotel manager, transportation, food services, etc.)
- **OPEN:** When leaving hotel on own time, should always leave with at least one other athlete; must check out and check in with coach

- **JUNIORS:** When leaving hotel on own time, must go as a team, accompanied by coaches
- **JUNIORS:** Remind coaches of policies around visitation, passport collection, curfews, and supervision as needed
- **JUNIORS:** Occasionally cover for coaches around team supervision when needed and if appropriate (You are not a babysitter, but this may be needed in instances like Technical meetings, medical situations, an occasional break, or other unique circumstances)

**Post-Games:**

- Keep receipts for related-expenses (i.e. taxi for transit between venues, meal for athlete taken for medical attention, etc.) and submit to team manager at completion of games.
- Submit all incident reports to Maccabi USA office
- Prepare brief report about your experience as a manager with recommendations for future Maccabi USA experiences.

**Shabbat:**

- Review what activities are mandatory (i.e. Kabbalat Shabbat and dinner)
- Review Saturday sign-out/in procedures
- Communicate schedule of religious activities/services to coaches and athletes for those who wish to attend