Global Key Volunteers

Role Descriptions

Global Key Volunteers (GKV)

The *FIRST* Tech Challenge Global Key Volunteers are responsible for the training and support of their assigned volunteer group. These volunteers report directly to *FIRST* staff liaisons. They have a significant level of responsibility and are recognized as a supervisory role for their assigned volunteer group. *FIRST* asks that these volunteers serve as a role model for other volunteers by modeling *FIRST* Core Values and following *FIRST* direction. The Global Key Volunteers must sign a Non-Disclosure Agreement and complete additional required annual training associated with their official IT systems access each year.

Role Description

Responsibilities

- Respond to phone and email inquiries from *FIRST* staff, as well as from assigned volunteer group, within 2-3 days; prioritize time sensitive issues.
- Work in conjunction with *FIRST* annually to update volunteer role descriptions for assigned volunteer group.
- Attend Global Key Volunteer conference calls throughout the year hosted by *FIRST* Tech Challenge and share suggestions for improvements to the volunteer and/or team experience.
- Advocate on behalf of assigned volunteer group to *FIRST*.
- Work with available Regional Lead Volunteers and community members to execute assigned duties and responsibilities.
- Use prior knowledge and experience in volunteer role to answer questions or assist *FIRST* as needed.
- Assist with recruitment of assigned volunteer groups if requested by *FIRST*.
- Follow deadlines and timelines set by *FIRST*.
- Perform additional tasks as needed or requested by *FIRST*.
- Be available for consultation on incident reports regarding assigned volunteer group.
- Use *FIRST* approved technology platforms to support volunteers (e.g., Slack, Teams etc.)
- Display *Gracious Professionalism* at all times.
- Must complete the Data Privacy Training provided by *FIRST* annually.
- May not fill more than one GKV role concurrently.
- Additional role specific responsibilities listed in `Role Specific Duties` section.

Feedback and Communication

- Have annual one-on-one check-ins between each GKV and their staff liaison.
- Informal discussions about what went well the last year and what did not.
- Two-way conversations about opportunities for improvement.
- At any time, a GKV may initiate a conversation with HQ regarding their role.
- At any time, *FIRST* HQ may initiate a conversation with the GKV regarding their role.

Training Responsibilities

- Conduct training sessions using varying formats as needed, such as webinars, in person training, conference calls, etc.
- Assist with creating and analyzing training for volunteers in assigned group.
- Make improvements/changes to training material/sessions annually, or as requested by *FIRST*.
- Complete development or update training by required deadline set by *FIRST*.
- Create test for assigned volunteer group, as applicable, and as requested by *FIRST*.
- Monitor number of volunteers that have passed testing in assigned volunteer group, as applicable, and as requested by *FIRST*.

Travel (expenses covered as required)

- Must be willing to travel to attend training sessions for assigned volunteer group, as applicable, and as requested by *FIRST*.
- Be willing to occasionally attend/travel to events as requested by *FIRST*.
- Attend *FIRST* Championship to serve in Global Key Volunteer role as requested by *FIRST*.
- Must follow the *FIRST* Travel & Expense Policy.

Experience and Skills Needed

- Extensive *FIRST* volunteer experience in assigned volunteer group.
- Understand and be able to publicly present the *FIRST* mission and *FIRST* Core Values.
- Solid knowledge of the competition game rules and *FIRST* procedures and documentation.
- Skilled trainer and communicator.
- Community and consensus builder.

Service Term Limits

As an unpaid, but highly demanding volunteer position *FIRST* feels it is important to place term limits on these positions for two main reasons. First, our volunteers are among the most dedicated and take their commitments seriously and they deserve a graceful way to step back and recharge and reenergize themselves. Secondly, term limits provide a healthy level of opportunities for new members of our community to step up into a leadership role and bring new ideas and experiences to our program.

- Each term is a 3-year term.
- There is a 2-term consecutive limit for GKV.
- Terms can be renewed for up to 6 years of continuous service before opening the role for new applicants.
- Each GKV led group will have a minimum of two GKV assigned.
- GKV terms are staggered so all GKV on a team will not be up for renewal at the same time.
- A GKV's term can be ended immediately in extreme situations (such as major life changes).

Role Specific Duties

In addition to roles and responsibilities outlined in the `Role Description` section, each individual GKV team has additional role specific responsibilities listed below:

GK Volunteer Coordinator

Primary Volunteers Supported: Volunteer Coordinators

The GK Volunteer Coordinators are responsible for the training and support of the Volunteer Coordinators as well as working with other Global Key Volunteers to ensure the training for all roles is high quality and consistent.

- Work closely with *FIRST* HQ & other Global Key Volunteers to ensure that VCs have the information they need to help with recruiting volunteers.
- Work with *FIRST* HQ Staff Liaison to manage VC community Slack server.
- Specific to *FIRST* Championship:
    - Manage assigning volunteers to *FIRST* Championship.
    - Manage Volunteer Coordinators on site and helps troubleshoot any volunteer related issues as they come up.
    - Assist *FIRST* Tech Challenge Staff as requested.

Event Director

Primary Volunteers Supported: Event Directors

The GK Event Directors are responsible for the training and support of the Event Directors as well as working with other Global Key Volunteers to ensure all FTC events are high quality and consistent.

- Work closely with *FIRST* HQ & other Global Key Volunteers to ensure that EDs have the information they need to help with events and the season.
- Work with *FIRST* HQ Staff Liaison to manage ED community Slack server.

GK Judges

Primary Volunteers Supported: Judges and Judge Advisors

The GK Judges are responsible for the training and support of the Judge Advisors, Judges, and Judge Advisor Assistants.

- Work closely with *FIRST* HQ to ensure the judging process is a positive experience for Judges and teams and provide recommendations on changes to awards or judging process.
- Work with *FIRST* HQ Staff Liaison to manage Judge Advisor community Slack server.
- Monitor and respond to the Judge/JA Q&A during the season.
- Specific to *FIRST* Championship:
    - Help pick volunteers to serve as Judges, and Judge Advisors.
    - Help with championship planning in advance of the event regarding timing for interviews and award script deadlines.
    - Oversee and ensure consistency for judging including hosting a training in advance and managing judge-related issues as they come up.
    - Assist *FIRST* Tech Challenge Staff as requested.

GK Referees

Primary Volunteers Supported: Scoring Referees, Referees and Head Referees

The GK Referees are responsible for the training and support of the Referees, Head Referees, and any field personnel responsible for manually tracking scores in real-time.

- Provide feedback on the game rules and review the game to provide feedback throughout the development process.
- Work with *FIRST* HQ Staff Liaison to manage Head Referee community Slack server.
- Help recruit and manage Sr. Head Referees.
- Monitor and respond to the Head Referee Q&A during the season.
    - This includes meeting with *FIRST* HQ to review the Q&A and Team Update content as needed.
- Specific to *FIRST* Championship:
    - Help pick volunteers to serve as Referees and Head Referees.
    - Oversee and ensure consistency for Head Referees and Referees including hosting training on site, leading the Driver's Meeting, and managing ref-related issues as they come up.
    - Assist *FIRST* Tech Challenge Staff as requested.

GK Team Technology Support

Primary Volunteers Supported: FTA, CSA, WTA, Inspectors

- Provide feedback on the robot rules and technology roadmap.
- Work with *FIRST* HQ Staff Liaison to manage Team Technology Support Community Slack server.
- Monitor and respond to the Inspector Q&A during the season.
- Develop and maintain troubleshooting tools and guides in partnership with other community members.
- Specific to *FIRST* Championship:
    - Oversee and ensure consistency for Division Lead Inspectors, and Inspectors.
    - Manage robot inspection related issues as they come up.
    - Monitor and address issues for overall team technology experience.
    - Assist *FIRST* Tech Challenge Staff as requested.

GK Show and Production

Primary Volunteers Supported: Emcee, Game Announcers, and Production

- Provide feedback for overall tournament structure to improve team and audience experience and marketability of our sport.
- In partnership with the other community members develop training and assets for emcees, GA, and A/V.
- Work with *FIRST* HQ Staff Liaison to manage Show and Production community Slack server.
- Work with community members to develop show assets like videos and animations.
- Specific to *FIRST* Championship:
    - Assist *FIRST* Tech Challenge Staff as requested.