

### Frequently Asked Questions (FAQs):

The new website through Commit is also new to us, so please bear with us if there are any logistical or technical issues during job sign-ups and/ or credit tracking.

**Q –** How do I know what session to sign-up for?

**A –** Refer to the Meet Packet for each swim meet (<https://www.cincy-marlins.com/meetinfo>) which will likely be the following format, subject to change by the Meet Director:

<b>Hosted Meet</b>	<b>Session</b>	<b>Swimmers</b>
<b>CM Intrasquad</b>	AM	11 & Older
	PM	10 & Under
<b>CM Jose Cerda Memorial</b>	FRI	ALL
	AM	11 & Older
	PM	10 & Under
<b>CM IMX Meet*</b> *may change	AM	11 & Older*
	PM	10 & Under
<b>CM TYR Sport Winter</b>	FRI	ALL*
	AM	11 & Older*
	PM	10 & Under
	FINALS	11 & Older
<b>OSI Regional Championships</b>	AM	11-14
	PM	10 & Under
	FINALS	11-14
<b>CM Last Chance</b>	PM	ALL
<b>St. X HS Concessions</b>	TBD	Schedule will be posted at a later date *subject to non-Marlin High School requirements

**Q -** Can I sign-up for multiple sessions at a meet?

**A –** Yes, there is no limit with the exception of Cerda, where families are limited to (3) max sessions

**Q –** Can I sign-up for multiple job during the same session?

**A –** Yes, but Commit is a little different process than Team Unify:

- 1) The primary parent account ID can sign-up for multiple jobs in a session, but not the same job. Therefore, if both parents [or sibling, family member, etc...] want to work the same job (i.e. time together) then a secondary parent account ID will need to be created;
- 2) Each parent account ID will need to sign-up for jobs separately.

Login to Commit / Click Swimmer's Name / Click 'Add Parent'. Next logout of your primary account, and login under the new account. Click reset password, and create a password for the secondary account.

*Single parent households looking to sign-up for multiple jobs in the same session are encouraged to reach out to [volunteers@cincy-marlins.com](mailto:volunteers@cincy-marlins.com) for assistance.*

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**Q –** What if I am out of town or otherwise unable to volunteer during a required meet?

**A –** There are two options:

- 1) phone-a-friend, trade with another family (must sign-up for the job under your account to receive credit);
- 2) paid workers (must sign-up for the job under your account to receive credit);

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**Q –** How do I check my credits?

**A –** Commit / Jobs / Past Events\*

*\*this feature is currently being worked on by Commit. Depending on what the output looks like in Commit, and once volunteer attendance has been verified by the Meet Director, if need-be the Volunteers Committee may email the Team credit updates. Once the process has been verified, instructions will be sent out*

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**Q –** How do I verify what jobs I signed-up for?

**A –** Commit / Jobs / Upcoming Events

*\*this feature is currently being worked on by Commit*

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**Q –** What happens if I earn the required credits but do not volunteer at all the required meets?

**A –** Your account will be reviewed by the Volunteer Committee/ Parent Board and may be subject to fees noted herein.

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**Q –** Are there any other ways to earn credits outside of Marlins Meets?

**A –** Yes, the Marlins are responsible for staffing St. X High School Concessions. Once St. X posts their Meet Schedule, these jobs will be opened for sign-up. Additionally, some away meets require Marlins volunteers. If the hosting team requires volunteers per their meet packet, these jobs will be posted with an announcement from the Volunteers Committee.

**Q –** I volunteered at an away meet, does this count towards my Service Credit Obligation?

**A –** Maybe. We are required to provide Volunteers for some away meets (i.e. Senior Meet, Junior Champs, etc...). If the Marlins asks for Volunteers through Commit/ Jobs, then this job will count. If the meet announcer at an away meet asks for volunteers (i.e. timers, officials, etc...), this will not count towards your Marlins Service Credit Obligation.

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**Q –** We're a new family. How do we get trained for the different volunteer jobs?

**A –** New families are encouraged to start with "unskilled" jobs (i.e. timers, hospitality, check-in, marshall, maintenance, concessions) where the Meet Director, Meet Department Chair, or Meet Referee will provide on-the-job training. Those interested in learning more about "skilled" positions are encouraged to reach out to the Meet Department Chairs for more information.

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**Q –** Who pays me for agreeing to be a paid worker?

**A –** The Marlins provides a list of volunteers willing to be 'paid workers,' and does not issue payment directly. Once a member and a paid worker have agreed on a job and session, the member signs up for a job under their name. The paid worker checks in as the member and completes the job. Once the job is complete, the member pays the paid worker directly.

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**Q –** I'm a paid worker and having a hard time getting ahold of a member for payment after completing my job. What do I do?

**A –** Contact [volunteers@cincy-marlins.com](mailto:volunteers@cincy-marlins.com). The Volunteers Committee will review and help resolve.

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**Q –** Who receives the service credit when I fill-in as a 'paid worker'?

**A –** The member that you fill-in for receives credit. In the event the member does not pay the 'paid worker' in a timely manner, contact [volunteers@cincy-marlins.com](mailto:volunteers@cincy-marlins.com)

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**Q –** All the jobs filled up for the first meet, but I see it is a required meet. Will I be penalized for not signing up for a job?

**A –** No. When all the volunteer jobs are filled for a required meet, there is no penalty for not working.

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**Q –** Will I receive Marlins Service credit for volunteering at an away meet?

**A –** Maybe. If the hosting team requires volunteers and you sign up through the Marlins, Service Credit will be awarded. If the Announcer asks for Timers, Officials, etc...please report this service to [volunteers@cincy-marlins.com](mailto:volunteers@cincy-marlins.com) with a copy of the hosting team's volunteer sign-in. The Marlins recognizes the good will volunteering at away meets creates with the hosting team, and will take this service into consideration during season-end review.

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**Q –** Will I receive credit for my athlete helping at non-listed events such as Intrasquad Timing, 5-seasons bubble erection, or other Athlete Leadership promoted events?

**A –** No. The Marlins will sign-off on any school volunteer hours related to Athlete Leadership promoted events, but these hours will not count toward your family Service Credit Obligation.

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**Q –** How many credits is the volunteer check-in worth? It also has an office helper label added?

**A –** Volunteer check-in by itself only earns 0.5 credits due to this job not lasting the entire meet. Once this job is completed, check with the Meet Director about re-assignment for the remainder of the meet. If re-assigned, be sure to update your check-in sheet accordingly and have the Meet Director initial in order to receive a full 1.0 credit.

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**[updated: 10/17/2023]**