

## DUES REDUCTION FAQs

- **What are the benefits of this program?**
  - Earn up to \$15 per hour + tips, in dues credit on your account
  - Dues credit “pays for” monthly group fees and meet fees
  - Get to know other TITANS parents, be a part of the community
  - Support TITANS volunteer efforts
  - Flexibility: work as much or as little as you’d like
- **Who is eligible to participate?**
  - Any active TITANS family members. This includes all Elite, Challenge and Development Track and Masters!
  - Most jobs are 21+ because alcohol is served, some jobs are 18+, depending on venue.
- **How do I get started?**
  - Before signing up, everyone is required to attend a dues reduction orientation. Please email [duesreduction@tactitans.org](mailto:duesreduction@tactitans.org) for future orientation dates.
- **How do I sign up?**
  - Log in to your account on SportsEngine (TeamUnify) > Navigate to the “Events” tab > click the checkbox next to an open slot > Click the “sign up” button > enter the first name, last name, and phone number for the person working
  - We strongly recommend that you sign up using a computer/browser for best results – not on a mobile device.
- **What is the process for standby slots?**
  - If you sign up for a standby slot, you must be available to work up until 1 hour before the event
  - You may receive a phone call from a volunteer or venue coordinator to fill in a last-minute slot
- **What if I signed up, but plans changed and I can’t work?**
  - If you can’t work after committing to a slot, you are responsible for contacting the standby list *until you find a replacement*
  - Once you find a replacement, it is your responsibility to:
    - Update SportsEngine (TeamUnify) and
    - Notify the Venue Coordinator.
- **What type of training is required?**
  - Alcohol sales training (NOT paid)
  - Specific training is required for stand leads and cooks (Paid)

- **How often I can sign up? Is there a limit to how much I can work?**
  - Depending on demand, TITANS venue coordinators may choose to institute family limits to sign-ups. Otherwise you can work as often as you want.
  - Standby slots are always unlimited.
- **How can I see what jobs I signed up for in SportsEngine (TeamUnify)?**
  - Log in to your account > go to Events > Reports > Job Signup Report for My Account

- When will my Dues Reduction Credit appear on my account?
  - All DR events for a given month will be submitted to TAC Finance the *following month*.
  - Credits will be processed in the month following the event and will be reflected the month after that. For example, July events will be posted on the September 1 bill.