

## Competitor Relations Officer (CRO)

### Vision:

**What you deliver:** Provide the primary interface between the competitors and the organizers and assure that distractions are not allowed to impact timing control operations.

**How you deliver:** Be available at various TCs and service areas to handle issues that may arise, before they become a problem. Help give workers a successful experience. Create a professional but friendly atmosphere for both competitors and workers.

### Responsibilities:

Prepare yourself before the event so that you know the answers to almost any question.

Answer any operational questions that the competitors or control personnel might have.

Determine if there are any potential issues before the competitors clock into the TC.

Assign any extraneous penalties as needed (control zone penalties, balking at the TC etc)

### Competitor Liaison's Check List:

#### Day of Event

- ◇ On Friday, a CRO will be scheduled to assist at registration (making sure the right teams are in line and everyone understands what the system is) or tech (some competitors may need an advocate or help figuring out what the process is).
- ◇ On Friday the CROs will be asked to do the beginners seminar.
- ◇ Arrive at your assigned location (Start or Service Area) about 25 minutes before the first car is due.
- ◇ See if the TC staff needs to review procedures. Make sure everyone knows who is doing what. You may even want to do a dry run with the time card if the people are new to their job.
- ◇ When the first car arrives you should check with them to see what time they plan to come in and if they have had any problems earlier. You can then prep the TC team as to what time they will pull in and what start time to assign (you should keep the event schedule and the Supp Regs on your clipboard for reference). Continue checking in with each team as they arrive in the control area.

Sometimes everything is smooth for the first half of the field and then something goes wrong (especially as you get back to beginning competitors).

- ◇ If you leave a family radio with the TC you can alert them to any pending issues.
- ◇ Keep an eye out for any vehicles that might be blocking the road keeping the car "due in" from getting to the control (1.00 min penalty for blocking other competitors at TC)
- ◇ Watch for competitors working on the vehicle in the control zone (10.00 min. penalty).
- ◇ At service areas hang out in the vicinity of scoring, to intercept any inquiries. Try to determine if there is a real issue or not. If not explain to the competitor why this is the case. If there is a real issue work with the chief of scoring to determine the best approach to dealing with it, and then inform the competitor what will be done and when.

#### Post Event

- ◇ Go over any problems that you didn't know how to handle with the Organizers
- ◇ Go over this job description with the Organizers and revise as necessary