



Position Description	
<b>Position Title:</b>	Concierge Volunteer
<b>Responsible to:</b>	Concierge Team Leader
<b>Staff Supervision:</b>	Event Manager
<b>Status:</b>	Volunteer / Rostered
<b>Volunteer Period:</b>	4 – 18 January 2020 (some prior work days/trainings required)

### Key Responsibilities

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- Report 30 minutes prior to your shift time to the Volunteer Lounge for check-in with Team Leader.
- Greet corporate guests upon entry of the Suite Gate and Legends Lounge/Classic Club.
- Distribute tournament guide materials upon customer entry.
- Escort guests to suite and/or corporate area upon request.
- Administer corporate passes to guests upon Management coordination.
- Provide quality customer experience.

### Knowledge & Skills

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- Excellent communication and interpersonal skills.
- High level of customer service with patrons and guests from a diverse range of backgrounds.
- Demonstrate the ability to maintain confidentiality.
- Organisational skills and punctuality a must.

### Behaviours & Attributes

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- Demonstrate professional and friendly demeanour at all times.
- Ability to work effectively with fellow team members and contribute to a positive work environment.
- Able to take directions and willing to be flexible to learn different processes in place.
- Demonstrate integrity and respect towards others.
- Ability to remain calm and maintain control in stressful situations.
- Self-motivated with the ability to work under minimal supervision and collaborate in a team.
- Ability to respond promptly and courteously to a range of requests and tasks.
- Comply with the tournament standard of grooming and uniform presentation.

### Special Requirements

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- Must **be over the age of 18 years.**
- Comply with allocated roster shifts throughout the fortnight.
- Flexibility with regard to working hours and availability during the tournament period.
- Compulsory attendance required at the Volunteers Training and Briefing Sessions scheduled in the months of October to December 2019.
- Must submit a criminal check at the request of Tennis Auckland to the Ministry of Justice.
  - **Note:** Evidence of a clean criminal check within the past 3 years will be accepted in lieu of a new application.