



Position Description	
<b>Position Title:</b>	Court Services Volunteer
<b>Responsible to:</b>	Court Services Team Leader
<b>Relationship with:</b>	Tournament Referee
<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.
- Assist with the setup and pack out of the sports arena.
- Assist with regular restocking and maintenance of the Volunteer Lounge snack/beverage offering.
- Assist with the delivery of towels, drinks, ice, toiletries and miscellaneous supplies to nominated areas.
- Assist with the coordination of ball and towel retrieval.
- Assist with on-court ice bag arrangements as per player medical procedures.
- Facilitate the setup of on-court umbrellas which provide shade for players.
- Be on call to your Team Leader for court drying in the case of inclement weather.
- Provide professional and friendly service at all times.
- Maintain player and tournament-related confidentiality at all times.

### Knowledge & Skills

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- Strong physical capability to meet varying requirements of role. Previous labour experience preferred.
- Demonstrate the ability to work effectively under pressure in a fast paced environment.
- High level of customer service with patrons and guests from a diverse range of backgrounds.
- Ability to maintain confidentiality and respond promptly and courteously to various requests and tasks.
- Player and tournament knowledge is advantageous.

### Behaviours & Attributes

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- Able to take directions and willing to learn different processes in place.
- Ability to work effectively with fellow team members and contribute to a positive work environment.
- Demonstrate integrity and respect towards others.
- Flexible and adaptable to varying tasks and changing requirements of the area.
- Comply with the tournament standard of grooming and uniform presentation.
- Self-motivated with the ability to work under minimal supervision and collaborate in a team.

### Special Requirements

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- 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.
- Comply with allocated roster. Operational days are broken up into shifts (morning, afternoon and evening), all of which are approximately 5 hours in length.
- 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.