



Position Description	
<b>Position Title:</b>	Driver Volunteer
<b>Responsible to:</b>	Transportation 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.
- Complete compulsory vehicle training and driving assessments prior to tournament.
- Provide a professional, customer-focused transportation service to all guests and staff.
- Adhere to Tournament policies, procedures and guidelines at all times.
- Assist with deliveries and errands for the tournament office.
- Report any tournament-related issues and significant incidents to the Transport Manager.
- Check vehicles for fuel, damage and cleanliness prior to commencement of shift.
- Ensure the interior and exterior of the vehicle are clean and tidy at all times.
- Maintain player and tournament-related confidentiality at all times.

### Knowledge & Skills

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- Sound knowledge and previous experience of driving in Auckland CBD and surrounds.
- High level of customer service with patrons and guests from a diverse range of backgrounds.
- Excellent communication and interpersonal skills.
- Demonstrate the ability to maintain confidentiality at all times.

### Behaviours & Attributes

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- Establish and maintain a positive attitude and working relationship with co-workers, supervisors and staff.
- Able to take directions and willing to learn different processes in place.
- Interact positively with a diverse range of people from different backgrounds.
- Demonstrate the ability to remain calm and maintain control in stressful situations.
- Self-motivated with the ability to work under minimal supervision.
- Flexible and adaptable to varying tasks and changing requirements of the role.
- Committed and dedicated to the requirements of the tournament.
- Comply with the Tournament standard of grooming and uniform presentation at all times.

### Special Requirements

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- Must hold a **valid New Zealand drivers licence and be over the age of 25 years.**
- Comply with allocated roster. Operational days are broken up into shifts (morning, afternoon and evening), all of which are approximately 5 hours in length.
- Flexibility with regard to working hours and availability during, pre and post tournament period.
- Compulsory attendance required at the Volunteers Training and Briefing Sessions scheduled during 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.