



Position Description	
Position Title:	Eco Warrior Volunteer
Responsible to:	Event Manager
Relationship with:	Waste Management Liaison Leader
Staff Supervision:	Event Manager
Status:	Volunteer / Rostered
Volunteer Period:	4 – 18 January 2020 (some prior work days/trainings required)

Key Responsibilities

- Report 30 minutes prior to your shift time to the Volunteer Lounge for check-in with Team Leader.
- Work in pairs to assist the patrons with accurate rubbish and recycling bin use to avoid contamination.
- Assist the waste management team as needed to help maintain a tidy event site.
- Provide premium customer service at all times including answering questions about the event.
- Assist Event staff with miscellaneous tasks when required.

Knowledge & Skills

- 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.

Behaviours & Attributes

- Work effectively as a member of a team and contribute to a positive, successful work environment.
- Able to take directions and willing to learn different processes in place.
- Interact positively with people in different situations and work with integrity and respect towards others.
- Demonstrate the 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.
- Flexible and adaptable to varying tasks and changing requirements of the area.
- Ability to respond promptly and courteously to a range of requests and tasks.
- Willingness to work outdoors in varying weather conditions to fulfil the requirements of the tournament.
- Comply with the tournament standard of grooming and uniform presentation.

Special Requirements

- Flexibility with regard to working hours and availability during the tournament period.
- Compulsory attendance required at the Volunteers Training and Briefing Session scheduled from October to December 2019.
- Comply with allocated rostered shifts (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.