



Position Description	
Position Title:	Practice Desk Volunteer
Responsible to:	Player Services Team 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 closely with the Player Services Team Leader to manage the online practice court booking system.
- Enforce WTA/ATP Tour regulations while carrying out your duties, including:
 - Practice court bookings for players under the guideline provided by the WTA and ATP.
 - Issue practice balls in accordance with the WTA/ATP Tour regulations and collect used balls.
- Be courteous, calm and helpful at all times with players, coaches and tour officials.

Knowledge & Skills

- Must be proficient with technology.
- 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

- Demonstrate professional and friendly phone demeanour.
- Ability to 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 demonstrate 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.
- Comply with the tournament standard of grooming and uniform presentation.

Special Requirements

- **Must be over the age of 18 years.**
- Comply with allocated roster. Operational days are broken up into 3 shifts (morning, afternoon and evening), all of which are approx 5 hours in length.
- Flexibility with regard to working hours and availability during the 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.