



Position Description	
<b>Position Title:</b>	Runner Volunteer
<b>Responsible to:</b>	Runner 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.
- Hand out Tournament Daily Racquet newsletters at the Main Gate at the start of each session.
- Deliver Tournament Daily Racquet to Corporate Suites and Boxes at the start of each session.
- Help with sponsor on-court promotions between matches if required.
- Help with delivery of drinks and towels around venue when required.
- Assist Event staff when required and fill in for Spectator Services during emergencies if required.
- Assist with court drying as and when required.

### 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.

### Behaviours & Attributes

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- 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

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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 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.