



Position Description	
<b>Position Title:</b>	Accreditation Volunteer
<b>Responsible to:</b>	Accreditation Team Leader
<b>Staff Supervision:</b>	Event Manager
<b>Status:</b>	Volunteer / Rostered
<b>Volunteer Period:</b>	1 – 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.
- Print accreditations through the online Crionet TMS system prior to and during the events.
- Administer pre-printed accreditations for *approved* personnel.
- Work closely with Team Leader and Event Manager to assist personnel with on site badge processing.

### Knowledge & Skills

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- Must be proficient with technology.
- 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.

### Behaviours & Attributes

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- Demonstrate professional and friendly demeanour at all times.
- Ability to work effectively with fellow team members and contribute to a positive work environment.
- Able to take initiative with online system and other device troubleshooting.
- Demonstrate integrity and respect towards others.
- 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.
- 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

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- **Must be over the age of 18 years.**
- Comply with allocated roster shifts throughout the fortnight.
- 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.
- 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.