



Position Description	
Position Title:	Spectator Services Volunteer
Responsible to:	Spectator Services Team Leaders
Relationship with:	Professional Security team and St John Medical team
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.
- Provide professional and friendly customer service at all times.
- Validating customer tickets at all stand entry points and directing patrons to seats.
- Proactively assist patrons with questions and information regarding the tournament and their seats.
- Maintain knowledge of match progress, ticket, venue and general tournament related information.
- Assist in the orderly and safe conduct of patrons attending the event.
- Liaise with St. John medical, emergency services and evacuation procedures when required.
- Maintain player and tournament-related confidentiality at all times.

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

- 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.
- 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

- **Must be over the age of 18 years.**
- 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.