



| <b>Position Description</b> |                           |
|-----------------------------|---------------------------|
| <b>Position Title:</b>      | Accreditation             |
| <b>Responsible to:</b>      | Liz Bailey / Megan Jakoby |
| <b>Relationship with:</b>   | Liz Bailey                |
| <b>Staff Supervision:</b>   | Megan Jakoby              |
| <b>Status:</b>              | Volunteer / Rostered      |
| <b>Volunteer Period:</b>    | 26/12/2018 – 12/01/2019   |

### **Key Responsibilities**

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- Arrival 30 minutes prior to your shift time.
- Administer pre-printed accreditations for *approved* personnel.
- Print accreditations through the Flightscope System.
- Work closely with Team Leader and Event Manager to provide accreditations to non-preapproved personnel.

### **Behaviours & Attributes**

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- Demonstrate professional and friendly phone demeanour.
- Ability to work effectively as a member of a team and contribute to a positive and successful work environment.
- Able to take directions and willing to be flexible 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.
- Demonstrate self-motivation 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.
- Committed and dedicated to the requirements of the tournament.
- Comply with the tournament standard of grooming and uniform presentation.

### **Knowledge & Skills**

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- Ability to maintain rapport and meet the needs of the customers from a diverse range of backgrounds.
- Excellent communication and interpersonal skills.
- Demonstrate the ability to maintain confidentiality.
- Basic computer skills preferable.

### **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 (this includes the Christmas and New Year holiday period).
- Compulsory attendance required at the Volunteers Training and Briefing Sessions scheduled in the months of October to December 2018.
- Must submit a criminal check at the request of Tennis Auckland to the Ministry of Justice.