



Position Description	
Position Title:	Concierge/ Valet
Responsible to:	TBD / Megan Jakoby
Relationship with:	TBD
Staff Supervision:	Megan Jakoby
Status:	Volunteer / Rostered
Volunteer Period:	26/12/2018 – 12/01/2019

Key Responsibilities

- Greet premium level guests upon entry of the Suite Gate and Legends Lounge/Classic Club.
- Check/scan customer tickets upon entry of various access areas.
- Work closely with Team Leader and Event Manager to provide quality customer experience.

Behaviours & Attributes

- 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 collaboratively 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

- 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.

Special Requirements

- 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.