



Position Description	
Position Title:	Court Services
Responsible to:	Simon Crozier
Relationship with:	Court Services Manager, Tournament Referee
Staff Supervision:	Megan Jakoby
Status:	Volunteer / Rostered
Volunteer Period:	26/12/2018 – 12/01/2019

Key Responsibilities

This position is responsible for ensuring that selected tournament areas are fully serviced and maintained with supplies. Duties include but are not limited to:

- Arrival 30 minutes prior to your shift time.
- Assist with the set-up and pack-up of the Sports area.
- Assist with the delivery of towels, drinks, ice, toiletries and miscellaneous supplies to nominated areas.
- Assist with the co-ordination of ball and towel retrieval.
- Assist with on-court ice bag arrangements as per player medical procedures.
- Facilitate the set-up of on-court umbrellas which provide shade for players.
- Provide professional and friendly service at all times.
- Maintain player and tournament-related confidentiality at all times.

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.
- Flexible and adaptable to varying tasks and changing requirements of the area.
- Committed and dedicated to the requirements of the tournament.
- Comply with the tournament standard of uniform presentation and the tournament guidelines.

Knowledge & Skills

- Strong physical capability to meet varying requirements of role. Previous labour experience preferred.
- Demonstrate the ability to work effectively under pressure in a fast paced environment.
- Ability to maintain rapport with and meet the needs of customers from diverse cultural backgrounds.
- Ability to maintain confidentiality and respond promptly and courteously to various requests and tasks.
- Player and tournament knowledge is advantageous.

Special Requirements

- 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 September to December 2018.
- Comply with allocated roster. Operational days are broken up into shifts (morning, afternoon and evening), 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.