



Position Description	
Position Title:	Practice Desk
Responsible to:	Team Leader Player Services
Relationship with:	Team Leader Player Services
Staff Supervision:	Megan Jakoby
Status:	Volunteer / Rostered
Volunteer Period:	26/12/2018 – 12/01/2019

Key Responsibilities

- Work closely with the head of Player Services and the WTA/ATP staff to provide customer-focused the best practice court services including:
 - Practice court bookings for players under the guideline provided by the WTA and ATP.
 - Issue practice balls in accordance with the WTA/ATP Tour regulations and collect used balls.
- Be courteous, calm and helpful at all times with players, coaches and tour officials.

Behaviours & Attributes

- Demonstrate professional and friendly phone demeanour.
- 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.
- Demonstrate self-motivation 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.
- 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 variety 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. Operational days are broken up into 3 shifts (morning, afternoon and evening), all of which are approx 5 hours in length.
- 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 during September to December 2018.
- Must submit a criminal check at the request of Tennis Auckland to the Ministry of Justice.