



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

Key Responsibilities

- Hand out Tournament Daily Racquet newsletters at the gates from 11am & 6.00pm for the night session
- Deliver Tournament Daily Racquet to Corporate Suites before 11am daily and repeat for the night sessions.
- Help with sponsors on-court promotions between matches if required.
- Help with delivery of drinks and towels around venue when required.
- Assist Event staff when required, and fill in for Spectator Services during emergencies if required.
- Assist with Court drying as and when required.

Behaviours & Attributes

- 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 work with 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.
- 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.

Knowledge & Skills

- 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

- 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 Session scheduled from September to December 2018.
- May be subject to a criminal check at the request of Tennis Auckland.
- 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.