



Position Description	
Position Title:	Spectator Services
Responsible to:	Team Leaders Spectator Services
Relationship with:	Spectator Services Team Leaders, Professional Security team, St John Medical team
Staff Supervision:	Megan Jakoby
Status:	Volunteer / Rostered
Volunteer Period:	29/12/2018– 12/01/2019

Key Responsibilities

This position is responsible for providing general and tournament related assistance and information to the general public. Duties include but are not limited to:

- Manning of the entry points in all stands with validation of tickets and directing to seats.
- Proactively assist patrons with questions and information regarding the tournament and their seats.
- Maintain knowledge of match progress, ticket, venue and general tournament related information.
- To assist in the orderly and safe conduct of patrons attending the event.
- To assist execution of Emergency Services and Evacuation procedures when required.
- Maintain player and tournament-related confidentiality at all times.
- Provide professional and friendly service at all times.
- Liaise with St. John paramedics on site for any incidents requiring medical attention

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.
- 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

- 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.**
- Flexibility with regard to working hours and availability during the tournament period
- Compulsory attendance required at the Volunteers Training and Briefing Session scheduled from September to December 2018.
- 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.