

Position Description	
Position Title	Court Servicer
Area	Operations Department
Responsible to	Court Services Supervisor Event Operations Manager
Staff Supervision	N/A
Employment Status	Volunteer
Date	April 2011
Employment Period	27/12/2011 – 10/01/2012



### Key Responsibilities

This position is responsible for ensuring that player on-court areas are fully serviced and maintained with supplies. Duties include but are not limited to:

- § Assist with the set-up of all practice and match courts prior to the start of play each morning;
- § Re-set all court requirements at the completion of each match, whilst prioritising televised courts;
- § Change nets and signage on courts as required;
- § Assist with drying courts following a rain delay;
- § Assist with the delivery of towels, drinks, ice, toiletries and miscellaneous supplies to courts;
- § Assist with the co-ordination of ball and towel retrieval from courts;
- § 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 and chair umpires;
- § Be familiar with two-way radio communication procedures;
- § Provide professional and friendly service at all times;
- § Maintain player and tournament-related confidentiality at all times.

### Behaviours and Attributes

- § Able 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 learn different processes in place.
- § Interacts positively with people and in different situations and demonstrates 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 Brisbane International standard of uniform presentation.

### Knowledge and Skills

- § Previous experience in completing physically demanding tasks.
- § Demonstrated ability to work effectively under pressure in a fast paced environment with conflicting tasks.
- § Able to maintain rapport with and meet the needs of customers from a diverse range of cultural backgrounds.
- § Demonstrated ability to maintain confidentiality and respond promptly and courteously to a range of requests and tasks.
- § Player and tournament knowledge is desirable.

### Special Requirements

- § Be prepared to work a shift roster including weekends, public holidays and evenings as required.
- § Flexibility with regard to working hours, shift changes and unrestricted availability during the tournament period (rostered shifts are subject to change at any time).
- § Strong physical capability to meet varying requirements of the role
- § Complete the Brisbane International 2012 Online Induction Program, (details TBC).
- § Attendance at the Tournament Staff Launch, Uniform and Accreditation Collection scheduled for 10<sup>th</sup>/11<sup>th</sup> December 2011.