

Position Description	
Position Title	Information Services Staff (Roaming Information & Information Booth)
Area	Operations
Responsible to	Administration Coordinator Event Operations Manager
Staff Supervision	N/A
Employment Status	Volunteer
Date	April 2011
Employment Period	30/12/2011 – 8/01/2012



Key Responsibilities

This role comprises of Roaming Information and Information Booth tasks. This position is responsible for providing general and tournament related information to patrons. Duties include but are not limited to:

- § Proactively assisting patrons with questions and information regarding the tournament;
- § Maintaining a supply of 'How to Get There' information and ticket brochures for distribution to patrons;
- § Maintaining knowledge of match progress, ticket and venue information and general tournament related information;
- § Providing assistance to patrons with special needs;
- § Maintaining a record of all queries for reporting purposes;
- § Directing player or media enquiries to the relevant departments;
- § Maintaining discretion when relaying information using two way radios;
- § Providing general assistance and run errands as required;
- § Maintaining player and tournament-related confidentiality at all times;
- § Providing professional and friendly service at all times.

Behaviours and Attributes

- § Demonstrate a professional and friendly demeanour.
- § Ability 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.
- § 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 collaboratively 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 Brisbane International standard of grooming and uniform presentation.

Knowledge and Skills

- § Previous experience in a customer service role.
- § Demonstrate the ability to work effectively under pressure in a fast paced environment.
- § Ability to 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.
- § Sound knowledge of the game of tennis, tennis players and the tournament is highly desirable.
- § Ability to speak languages other than English is desirable.

Special Requirements

- § Flexibility with regard to working hours and unrestricted availability during the tournament.
- § Complete the Brisbane International 2012 Online Induction Program (details TBC).

§ Attendance at the Tournament Staff Launch, Uniform & Accreditation Collection, scheduled for 10th/11th December 2011.