


Position Description	
Position Title	Tennis Activity Volunteers
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 is responsible for coordinating tennis-based activities at the Queensland Tennis Centre during the Brisbane International. Duties include but are not limited to:

- § Supervising patrons whilst using activities, including monitoring queues and ensuring lines move quickly;
- § Distributing prizes and gifts to patrons to reward performance and participation;
- § Assisting children who are participating in the activities to ensure they have an enjoyable experience;
- § Setting up and packing down equipment used for each activity;
- § Ensuring that all patrons have an enjoyable tennis experience;
- § Maintain player and tournament-related confidentiality at all times.
- § Provide 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 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.
- § Willingness to work outdoors in varying weather conditions.
- § 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.
- § Ability to work with children
- § 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.
- § 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.
- § Attendance at the Tennis Activity Volunteers training session, scheduled for December 2011 (details TBC).