


Position Description	
Position Title	Tournament Runner
Area	Operations
Responsible to	Event Operations Manager
Staff Supervision	N/A
Employment Status	Volunteer
Date	April 2011
Employment Period	27/12/2011 – 8/1/2012



### Key Responsibilities

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This position is responsible for assisting various functional areas with the coordination of tournament-related services and facilities, including but not limited to:

- § Providing general assistance and running errands as required;
- § Assisting the Tournament Control centre with ad-hoc tasks, as required;
- § Providing assistance to patrons with special needs, specifically through the coordination of the special needs golf buggy shuttle;
- § Assisting various tournament departments with supplies to offices and player areas (including stocking fridges, office supplies, and maintaining general office areas);
- § Providing professional and respectable service at all times;
- § Maintaining player and tournament-related confidentiality at all times.

### Behaviours and Attributes

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- § Ability to work effectively as a member of a team and contribute to a positive and successful work environment.
- § 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 collaboratively in a team environment.
- § Ability to respond promptly and courteously to a range of requests and tasks.
- § Flexible and adaptable to varying tasks and changing requirements of the area.
- § Committed and dedicated to the requirements of the tournament.
- § Comply with the Brisbane International standard of grooming and uniform presentation.

### Knowledge and Skills

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- § Ability to maintain rapport with and meet the needs of customers from a diverse range of backgrounds.
- § Demonstrate strong communication skills.
- § Demonstrated ability to provide exceptional customer service.
- § Demonstrate the ability to maintain confidentiality.
- § General knowledge and familiarisation of Queensland Tennis Centre is highly essential.
- § Previous Brisbane International experience is highly desirable.

### Special Requirements

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- § Be prepared to work a shift roster, including weekends and public holidays or evenings, as required.
- § 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 10<sup>th</sup>/11<sup>th</sup> December 2011.