


Position Description	
Position Title	Courtesy Car Driver
Area	Operations
Responsible to	Transport Supervisors Event Operations Manager
Staff Supervision	N/A
Employment Status	Volunteer
Date	April 2011
Employment Period	27/12/2011 – 10/01/2012



### Key Responsibilities

Working as part of the Brisbane International Transport team in providing transport services, including but not limited to:

- § Providing a professional, customer-focused transportation service to players, coaches and official guests to and from places of accommodation, Brisbane Airport and the Queensland Tennis Centre;
- § Adhering to the Brisbane International and Lexus Transport Operations policies and procedures;
- § Assisting with deliveries and errands for the tournament office;
- § Reporting any tournament-related issues and significant incidents to the Transport Supervisors;
- § Checking vehicles for fuel, damage and cleanliness prior to commencement of shift;
- § Ensuring that the interior and exterior of the vehicle is clean and tidy prior to commencement and at the end of each shift;
- § Assisting and participating in all activities designed to aid in the security of all Brisbane International patrons and staff;
- § Ensuring timesheets and trip logs are completed prior to end of shift;
- § Maintaining player and tournament-related confidentiality at all times.

### Behaviours and Attributes

- § Establish and maintain positive working relationships with co-workers, supervisors and other staff.
- § Able to take directions and willing to learn different processes in place.
- § Interact positively with a diverse range of people from different backgrounds.
- § Demonstrate the ability to remain calm and maintain control in stressful situations
- § Demonstrate self-motivation with the ability to work under minimal supervision.
- § 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

- § Sound knowledge and previous experience of driving in Brisbane CBD and surrounds.
- § Ability to maintain rapport and meet the needs of customers from a diverse range of backgrounds.
- § Excellent communication and interpersonal skills.
- § Demonstrate the ability to maintain confidentiality.
- § Ability to respond promptly and courteously to a range of requests and tasks.
- § Demonstrate the ability to exercise sound judgement in complex decision-making.
- § Ability to speak languages other than English is desirable.

### Special Requirements

- § Must hold a valid open Australian drivers licence with at least three years driving experience.
- § Must be aged 25 years or over as at 1<sup>st</sup> December 2011.
- § Be prepared to work a shift roster including weekends, late evenings and public holidays, as required.

- § Be flexible with roster and task requirements during the tournament period.
- § Be prepared to undergo a National Police Check (coordinated by event staff) if necessary.
- § Complete a Drivers' Appraisal session (dates TBC).
- § Complete the Brisbane International 2012 Online Induction Program (details TBC) and agree to adhere to all of the Brisbane International policies and procedures.
- § Attendance at the Tournament Staff Launch, Uniform & Accreditation Collection, scheduled for 10<sup>th</sup>/11<sup>th</sup> December 2011.