

Position Description	
Position Title	Usher
Area	Operations
Responsible to	Ushers Supervisor Event Operations Manager
Staff Supervision	N/A
Employment Status	Volunteer
Date	April 2011
Employment Period	27/12/2011 – 8/01/2012



### Key Responsibilities

Working as part of the Brisbane International Ushers team to provide information and assistance to patrons at the Brisbane International 2012. Duties include, but are not limited to:

- § Assisting event patrons with finding seats, amenities and general tournament information;
- § Assisting Event Security with monitoring access to accredited areas;
- § Alerting First Aid and Event Security of any emergency situations around the Queensland Tennis Centre grounds;
- § Assisting Event Security with directing patrons at various entry points around the Queensland Tennis Centre;
- § Ensuring all patrons experience world-class customer service.

### Behaviours and Attributes

- § Ability to establish and maintain effective working relationships with co-workers, supervisors and other staff.
- § Interacts positively with people in different situations and demonstrates integrity and respect towards others.
- § Demonstrates the ability to remain calm and maintain control in stressful situations and a fast paced environment.
- § Demonstrates self-motivation with the ability to delegate tasks effectively and successfully.
- § Flexible and adaptable to varying tasks and changing requirements of the area.
- § Committed and dedicated to the requirements of the tournament.
- § Complies with the Brisbane International standard of grooming and uniform presentation.

### Knowledge and Skills

- § Proven ability to work well in a team in a busy environment with conflicting demands.
- § Demonstrated ability to maintain rapport and meet the needs of the customers from a diverse range of backgrounds.
- § Previous experience in assisting a diversity of customers with a demonstrated commitment to customer service.
- § Excellent communication and interpersonal skills.
- § Demonstrated ability to maintain confidentiality.
- § Ability to respond promptly and courteously to a range of requests and tasks.

### Special Requirements

- § Be prepared to work a shift roster, including weekends, late evenings and public holidays, as required.
- § 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.