

Position Description

Position Title	Corporate and Marketing Assistant
Functional Area	Operations
Responsible to	Event Operations
Staff Supervision	N/A
Employment Status	Volunteer
Date	September 2019
Employment Period	October 2019 – 18 January 2020 (potential for extension to Launceston International 3 – 9 February)



Key Responsibilities

This position is responsible for assisting the Event Operations Coordinator, Tournament Director and Communications and Marketing Officer to develop and execute marketing and sponsor plans in order to attract corporate customers to the Hobart International tournament.

Duties include but are not limited to:

- Working alongside the Event Operations Coordinator and Communications and Marketing Officer, develop and implement a marketing plan to generate corporate box sales for the Hobart International event.
- Maintain an up-to-date record of corporate targets and of communications with customers
- Assist with developing a booking process that is streamlined, easy to use and accessible by staff as well as volunteers involved in the corporate hospitality area.
- Manage bookings in the Kounta system and generate invoices and reports as required
- Working alongside Tennis Australia's ticketing staff, ensure clear communication around availability of boxes and timing of releases of boxes to the public
- Provide a professional and friendly service at all times.
- Maintain player and tournament-related confidentiality at all times.

Knowledge / Skills / Service Expectations / Attributes

Knowledge / Skills

- Corporate hospitality and/or business software (Kounta) knowledge is highly desirable.
- Ability to maintain rapport with and meet the needs of the customers from a diverse range of backgrounds.
- Excellent attention to detail.
- Demonstrate excellent communication and interpersonal skills.
- Excellent organisational and planning skills in managing workload in a busy and fast-paced environment with conflicting demands.
- Demonstrate the ability to exercise sound judgement in decision-making.

Service Expectations / Attributes

- Sense of urgency, responsibility and initiative.
- Ability to work effectively as a member of a team and contribute to a positive and successful work environment.
- Interacts positively with people in different situations and demonstrates integrity and respect towards others.
- Demonstrate self-motivation and the ability to work independently.
- Flexible and adaptable to varying tasks and changing requirements of the area.
- Committed and dedicated to the requirements of the tournament.
- High standard of personal presentation and hygiene.

Environmental / Health / Safety Responsibilities

1. Complies with Tennis Australia's OH&S policies and procedures
2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
3. Participates in meetings, training and other environment, health and safety activities
4. Cooperates with Tennis Australia in relation to activities taken by TA to comply with OH&S and environmental legislation.

Compulsory Training / Position Requirements

Training Requirements

- Undertake the Hobart International 2020 Online Induction Program
- Attendance at any Team Rally, Uniform & Accreditation Collection and area specific training – TBC

Position Requirements

- Prepared to work a shift roster, including weekends, public holidays and evenings as required.
- Flexibility with regard to working hours with availability during the Tournament period (dates)