

Position Description

Position Title	Court Services Assistant
Functional Area	Operations
Responsible to	Event Operations
Staff Supervision	N/A
Employment Status	Volunteer
Date	September 2019
Employment Period	11 – 18 January 2020



Key Responsibilities

This position is responsible for ensuring that selected tournament areas are fully serviced and maintained with supplies. Duties include but are not limited to:

- Assist with the set-up and pack-up of the Court Services area
- Ensure morning and evening session 'to-do' checklists are completed in a timely manner
- Assist with the delivery of towels, drinks, ice, toiletries and miscellaneous supplies to nominated areas
- Assist with the co-ordination of ball and towel retrieval
- Assist with on-court ice bag arrangements as per Player Medical procedures
- Facilitate the set-up of on-court umbrellas which provide shade for players
- Assist with the court set-up for both the centre court and practice court
- Be familiar with two-way communication protocol
- Provide professional and friendly service at all times
- Assist with drying courts following a rain delay
- Assist with the distribution of practice balls
- Daily collection and delivery of player laundry to and from the player change rooms
- Roll soiled towels in preparation for collection by Laundry Service providers
- Assist with the collection and delivery of towels, as required
- Maintain a log of ball distribution, including daily breakdown and final quantities used

Knowledge / Skills / Service Expectations / Attributes

Knowledge / Skills

- Strong physical capability to meet varying requirements of the role, and previous experience in completing physically demanding tasks
- Ability to work effectively under pressure in a fast paced environment with conflicting tasks
- Player and tournament knowledge is desirable
- Outstanding communication skills - ability to build rapport and engage quickly with a diverse range of cultural backgrounds
- Excellent Teaming skills and the ability to contribute to a positive and successful work environment.
- Maintain player and tournament-related confidentiality at all times

Service Expectations / Attributes

- Be an ambassador for Australian Tennis and Hobart International
- Always present in an impeccable way
- Always demonstrate flexibility and adaptability in the course of your role
- Have a 'Can Do' attitude and be willing to support others to succeed
- Always be resourceful and do whatever it takes to seek solutions
- Be level-headed and calm in high pressure situations
- Be self-motivated, proactive and demonstrate initiative in the course of your role

Environmental / Health / Safety Responsibilities

- Complies with Venue OH&S policies and procedures
- 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
- Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
- Participates in meetings, training and other environment, health and safety activities
- Does not wilfully place at risk the health or safety of any person in the work place
- Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
- Cooperates with Hobart International in relation to activities taken by HI to comply with OH&S and environmental legislation.
- Participate in Return to Work Programs, as required to, across the organisation.

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)