

## Position Description

Position Title	Courtesy Car Driver
Functional Area	Transport
Responsible to	Event Operations
Staff Supervision	N/A
Employment Status	Volunteer
Date	25 September 2019
Employment Period	8 Jan – 20 Jan 2020



### Key Responsibilities

- Working as part of the Hobart 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, Hobart Airport and the Domain Tennis Centre;
  - Adhering to the Hobart International and courtesy car provider transport operations policies and procedures;
  - Assist with deliveries and errands as directed by supervisors.
  - Report any issues and significant incidents to the Transport Supervisor
  - Check vehicles for fuel, damage and cleanliness prior to commencement of a shift and maintain presentation throughout the shift.
  - Complete all administrative work related to accidents or vehicle damage.
  - Maintain player and event related confidentiality at all times.

### Knowledge / Skills / Service Expectations / Attributes

#### *Knowledge / Skills*

- Sound knowledge and previous experience of driving in Hobart CBD and surrounds.
- Outstanding customer services and communication skills.
- Ability to build rapport and engage quickly with a diverse range of cultural backgrounds.
- Must demonstrate the ability to respond promptly and courteously to a range of requests and tasks.
- Ability to speak languages other than English is desirable.
- Ability to drive a 12 seater bus (desirable)

#### *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 Tournament Staff Launches, Uniform & Accreditation Collection and area specific training – TBC

### *Position 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 January 2020
- 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)

## Other Information

- TA drivers will not be personally liable for any damage caused to the vehicles provided damage is not caused through reckless or illegal behaviour. Liability, if any, is to be borne by TA.
- Parking or speeding tickets will be at the cost of the driver
- You will be required to provide a current Tasmanian drivers licence
- Vehicles to not travel any further than 100kms from Hobart CBD
- You will be required to keep a log book of when individual cars are driven and by which drivers;