

Position Description

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



Key Responsibilities

Working as part of the Patron Services team, this role comprises of Roaming Information & Information Booth tasks. The position involves providing information regarding the Tournament to the general public, including but not limited to:

- Proactively assist patrons with questions and information regarding the Hobart International
- Proactively promote key tournament messages and initiatives as directed (family activities)
- Proactively seek patrons to complete the Event Survey (targets to be discussed in daily briefings)
- Maintain a supply of flyers as directed, for distribution to patrons and the general public
- Be part of a rotating team roaming the venue, both internally and externally as well as working out of the information booth
- Provide patrons and general public with directions and facility information
- Read and familiarise oneself with the information contained in the Information Staff Handbook
- Maintain knowledge of match progress, ticket and venue information and general tournament related information at all times
- Advise your Supervisor of the type and number of queries raised during the allocated shift
- Contact your supervisor or the relevant HI staff member as required to deal with high level complaints
- Be very discreet and concise when relaying information using two ways
- Attend daily briefing sessions before and after each shift and provide the Supervisor with the day's activities and all findings
- Maintain personal player and tournament-related confidentiality at all times
- Provide professional, outgoing and friendly service at all times.
- Direct patrons to dispose of rubbish in the appropriately signed bins to minimise landfill, in line with Hobart City Council commitments

Knowledge / Skills / Service Expectations / Attributes

Knowledge / Skills

- Outstanding customer service skills and experience
- 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.

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.
- Able to develop trust and accepts responsibility for self and others.
- Interacts positively with people in different situations and demonstrates integrity and respect towards others.
- Demonstrate the ability to remain calm and maintain control in stressful situations and fast paced environment.
- 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.
- Display commitment to sun protection practices
- Clear communication to patrons around tennis etiquette

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)