

Position Description

Position Title	Player Services Assistant
Functional Area	Operations
Responsible to	Event Operations
Staff Supervision	N/A
Employment Status	Volunteer
Date	September 2019
Employment Period	10 – 18 January 2020



Key Responsibilities

This position is responsible for assisting the players, coaches, player guests and player representatives with tournament-related information and services. The role also assists with player arrangements and activities as directed by the Player Services Supervisor. Duties include but are not limited to:

- Assist with the general set-up of the Player Services area in the lead up to the tournament.
- Maintain an up-to-date record of passes and tickets distributed to players, including restaurant tickets
- Provide assistance in the player restaurant – assisting catering staff with stocking, service and clearing of tables in a timely manner
- Assist with stocking and cleaning of change room areas
- Assist with the general pack-up of equipment and stationery at the conclusion of the tournament.
- 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

- Player and tournament knowledge is highly desirable.
- Demonstrate thorough knowledge and understanding of tournament accreditation restricted areas and procedures and follow directions from tournament staff and security.
- Demonstrate the ability to work effectively under pressure in a fast-paced environment with conflicting tasks.
- Ability to maintain rapport with and meet the needs of the customers from a diverse range of cultural backgrounds.
- Excellent attention to detail.
- Demonstrate excellent communication and interpersonal skills.
- Demonstrate ability to maintain confidentiality and respond promptly and courteously to a range of both written and verbal requests and tasks.
- 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.
- The ability to speak languages other than English is highly desirable.

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.

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. 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
4. Participates in meetings, training and other environment, health and safety activities
5. Does not wilfully place at risk the health or safety of any person in the work place
6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. Cooperates with Tennis Australia in relation to activities taken by TA to comply with OH&S and environmental legislation.
8. 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)