

# Australian Open 2024

## Position Overview

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### Accreditation

The Accreditation team is responsible for providing administrative support and assistance on the production and distribution of accreditation. A background in administration or customer service would be highly advantageous in applying for this role.

#### Duties include:

- Facilitating the collection and distribution of accreditation passes.
- Assisting in the daily set-up and pack-up of all accreditation offices and systems.
- Providing professional and courteous service when assisting individuals.

### Ballkid Operations

The Ballkid Operations team delivers all elements of the ballkid program, including year-round and tournament specific initiatives. During tournament, the team ensures the delivery of operational requirements daily including:

- Assist with the daily management of the ballkids area.
- Escort ballkids to and from courts, specific pick up and drop off points, media events, or as directed.
- Provide ballkids with individual performance feedback when requested either by the ballkids or by the Ballkid Area Leadership Team.

### Courtesy Car Driver

Working as part of the Australian Open Transport team, this role assists in the transportation of players, coaches, player guests, officials, sponsors and corporate guests commuting between Melbourne Airport, Melbourne Park and places of accommodation.

#### Duties Include:



- Providing a customer focused, professional standard transportation service.
- Maintaining a positive, team orientated attitude.
- Always maintaining player and event related confidentiality.
- Willingness and flexibility to work as part of a large roster.
- For insurance purposes, all drivers must hold a Full Drivers Licence and be 25 years or over.

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## Court Services

The Court Services team is responsible for the professional presentation and servicing of the field of play during the Australian Open. The team is responsible for the court setup for play, court maintenance, and end of day pack up duties.

### Duties Include:

- Delivering consumables to courts such as balls, drinks, towels and ice products.
- Cleaning and drying the court surface and equipment in preparation for play.
- Checking the court surface for any damage.
- Operating player shades.

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## Customer Experience

Working as part of the Precinct Operations team, this team is responsible for providing exceptional customer service and accurate event information to Australian Open customers and the general public. Customer Experience Ambassadors work across all the Australian Open precinct spaces. A background in event operations or customer service would be highly advantageous in applying for this role.

### Duties include:

- Providing customers with accurate information and resources to maximise their Australian Open experience within the precinct.
- Proactively engaging with customers to elevate their Australian Open experience to the next level by providing excellent customer service with an enthusiastic attitude.
- Facilitate a range of promotional activities for all participants, creating a safe, fun, and enjoyable environment.

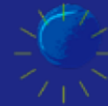
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## Customer Support

Working as part of the Customer Support team, this role is responsible for the service of all customer enquiries through phone, email, live chat, and social media as well as assisting with any operational requirements as needed. Please note, depending on Victorian restrictions at the time of employment, this role may require you to work from home.

### Duties include:

- Assisting guests with general enquiries relating to all things AO24.



- Providing and maintaining professional and friendly customer service at all times.
- Assisting with collecting and collating feedback from customers.

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## Hospitality

Working as part of the Australian Open Hospitality team, this role is responsible for engaging with our valued hospitality guests and providing pro-active customer service to contribute to their overall AO experience. This role will assist with operational needs to bring our guest experience to life. A background in hospitality or customer service would be highly advantageous in applying for this role.

### Duties include:

- Helping bring our guest areas to life by engaging with valued hospitality guests.
- Utilising tournament knowledge to provide general information and respond to queries.
- Engaging with valued guests, ensuring that professional and friendly customer service is always provided.

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## Laundry Services

The Laundry Services area is responsible for providing an efficient and reliable service to the change rooms, player services and medical areas. The team is responsible for the collection and delivery of laundry for players, along with their entourage (coaches, trainers and family) and AO staff. The team also provide consumables such as towels, linen, bathroom products, ice and other items to key areas that support the player experience.

### Duties Include:

- Collecting and distributing player and staff laundry.
- Distributing and collecting linen (bath towels, sheets, pillow slips) to and from change rooms, medical areas, player café and media areas.
- Delivery and supply of all personal products (hair care, body wash and hygiene products) to change rooms.
- Delivery and supply of ice to training and change rooms.

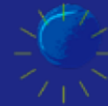
Note: all laundry is cleaned off-site by an external provider.

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## Media Operations

The media team is responsible for planning and organising one of the biggest projects within the Australian Open – the delivery and day to day operations of the AO Media Centre. The media centre aims to provide world class service several hundred of the world's largest media outlets. There are several roles that will assist in providing a high-level of administration and operations assistance to the Media Services Manager and wider Media Services Team.

We are looking for people that thrive in a fast-paced environment and can hit the ground running to help us deliver a seamless event experience for one of our biggest stakeholder groups.



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## Player Services

Player Services is the face of the tournament for the player, their technical team, entourage, manufacturers, and tournament guests. The primary function of this role is to provide a world class welcoming concierge service and be the main point of contact for providing information, guidance and assistance for both tournament related, and entertainment or recreational services at various touch points within the player spaces.

### Duties include:

- Answering queries from players, coaches, entourage, and tournament guests.
- Directing queries to the appropriate tournament areas.
- Distributing player benefits.
- Maintaining up to date records of player benefits, room usage, laundry, and manufacturers items.

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## Retail

The AO Merchandise team are responsible for the operation of Australian Open merchandise shops and outlets throughout the AO24 site. During the tournament our shops sell a wide range of products including the in-house designed AO collection plus collections from our licensed partners.

### Duties include:

- Delivering exceptional customer service by assisting customers with product information and general enquiries.
- Supporting the retail management team in the operation of the shops.
- Attending daily briefings.
- Working alongside the stock management teams to ensure fully stocked outlets.

Full training will be provided for all areas that you will be expected to work in.

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## Scoring Operations (Statisticians)

As part of the Tennis Australia Production team, the core function of this role is to record match statistics as they happen on all match courts. Statisticians sit courtside recording everything from serve speed and direction to point winner and how the point finished, whether it was a forehand or backhand, the type of stroke and whether it was a winner or an error.

### Duties include:

- Recording live match statistics on all match courts.
- Data entry of match statistics and scores.
- Providing match analysis, as required.