

Ballpersons Volunteer Position Description

Position Title	Ballpersons
Functional Area	Operations
Responsible to	Ballperson Supervisor
Employment Status	Volunteer
Date	December 2019
Employment Period	6 January – 12 January



Key Responsibilities

The role of an Apis Canberra International Ballperson is to provide world class service to the best tennis players in the world.

Ballpersons:

- Are to be an ambassador for the Apis Canberra International and the Ballpersons Program
- Must have attended at least 2 training sessions and rostered days before and during the tournament
- Are to be perfectly presented at all times and wearing the correct and full uniform
- Are to operate within the field of play by providing world class service to the players as you have learnt through your training
- Are to be punctual in arriving on site (sign in 15 minutes prior to your start time), getting to your court (10 minutes prior to your change over time) and when otherwise directed
- Complete all requirements of the role as directed (e.g. mandatory training requirements, administrative paperwork)
- Are to be 100% responsible and accountable for the actions, behaviour and attitude. This may be in form of following the Ballpersons Code of Behaviour or things like ensuring they eat appropriately before and during their shift and remain hydrated, they check their start times for each shift, and they seek feedback for improvement from Supervisors.
- Should not talk to media without Supervisor permission

While on court, Ballpersons are responsible for:

- Providing general service to the player first, before completing any other duty
- Following the points and score and always ensuring that you remain one step ahead of the play
- Providing tennis balls to players
- Providing towels to players upon request
- Collecting loose tennis balls across the net and across the court
- Providing service to players at the change of ends with the collection of new drinks, collecting racquets to pass to Court Services to be restrung, clearing any loose rubbish
- Observe player habits during play and share these with your Supervisor and fellow Ballperson volunteers
- Being subtle and unnoticed – Ballpersons that perform a great job go unnoticed by everyone
- Assisting Court Services dry the courts after a rain delay

Knowledge / Skills / Service Expectations / Attributes

Knowledge / Skills

- 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 players from a diverse range of cultural backgrounds.
- Demonstrate excellent communication skills.
- Demonstrate the ability to maintain confidentiality
- Sense of urgency, responsibility and initiative
- Sound knowledge, understanding and experience in the game of tennis.

Service Expectations / Attributes

- Interact positively with people and 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
- Flexible and adaptable to varying tasks and changing requirements of the area
- Committed and dedicated to the requirements of the tournament
- Comply and enforce the standard of uniform presentation.

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

- Attend ball kid training sessions at the Canberra Tennis Centre, 1 Riggall Pl, Lyneham
- Please contact actBallpersons@tennis.com.au for ball kid training session dates

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 (6 January – 12 January)
- Be aged 10 and over
- Valid Working with Vulnerable people check (or willing to obtain one, 16 & over only)