

## Position Description

Position Title	<b>Spectator Services – Apis Canberra International</b>
Functional Area	Operations Department
Responsible to	Volunteer Manager
Staff Supervision	N/A
Employment Status	Volunteer
Date	December 2019
Employment Period	<b>6 January – 12 January 2020</b>



### Key Responsibilities

Working as part of the Spectator Services team to provide information and assistance to patrons at the Apis Canberra International event. Duties include, but are not limited to:

- Assisting event patrons with finding seats, amenities and general tournament information;
- Assisting with monitoring access to accredited areas;
- Alerting First Aid of any emergency situations around the Event grounds;
- Assisting with directing patrons at various entry points around the Event;
- Ensuring all patrons experience world-class customer service.
- Assisting with Kids Tennis Day activities (Saturday 3<sup>rd</sup> of November 9am-11am)

### Knowledge / Skills / Service Expectations / Attributes

#### *Knowledge / Skills*

- Demonstrate thorough knowledge and understanding of relevant guidelines and procedures.
- 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.
- Player and tournament knowledge is highly desirable.
- 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*

- Attend the Apis Canberra International 2020 Volunteer training session on Thursday 2 January from 6pm – 7pm at the Canberra Tennis Centre, 1 Riggall Pl, Lyneham.

#### *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 2020)
- Hold a current Working with Vulnerable People Check or be willing to obtain one.
- Complete Member Protection and Prohibited Person Declaration paperwork.
- Be aged 15 or over as at the 1/01/20