

Workday Canberra International 2026

Position Overview

Activations Support

Court Services

Patron & Player Services

Practice Desk

Ticketing

Transport

Activations Support

The Activations team is responsible for various fan engagement initiatives and promotions. Strong customer service skills are important for these positions.

Duties include:

- Implementing fan-friendly activities to enhance the event atmosphere for all participants in a safe, fun, and enjoyable environment.
- Encouraging participation in the event and tennis generally.
- Bringing an enthusiastic attitude to creating memorable and engaging experiences for customers.

Court Services

The Court Services team is responsible for the professional presentation and servicing of the field of play during the tournament. 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.

Patron & Player Services

Patron & Player Services are the face of the tournament for the general public, players and their technical and support teams. The primary function of this role is to provide a world class service and be the main point of contact for information, guidance and assistance for the tournament.

Duties include:

- Answering queries from patrons, players, coaches, support teams and tournament guests.
 - Directing queries to the appropriate tournament areas.
 - Providing customers with accurate information and resources to maximise their experience within the precinct.
 - Assisting players with directions when arriving – player services, practice desk, facilities etc.
 - Proactively engaging with customers to elevate their experience to the next level by providing excellent customer service with an enthusiastic attitude.
 - Assist with entry and exit points, ensuring a smooth flow of spectators while proactively assisting spectators and directing them to their designated seats or areas.
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Practice Desk

Player Services Practice Desk is the face of the tournament for the players and their technical support teams. The primary function of this role is to provide a world class service and be the main point of contact for information, guidance and assistance for the tournament.

Duties include:

- Answering queries from patrons, players, coaches, support teams and tournament guests.
 - Directing queries to the appropriate tournament area.
 - Assisting players with directions when arriving – player services, practice desk, facilities etc.
 - Taking practice court bookings.
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Ticketing

This team is responsible for providing exceptional customer service and welcoming customers and the general public to the event.

Duties include:

- Scanning tickets upon entry to the venue.
 - Processing payment for ticket sales.
 - Assisting with entry and exit points, ensuring a smooth flow of spectators.
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Transport Drivers

This team assists in the transportation of players, coaches, player guests and officials commuting between the venue, 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.
 - Various vehicle types including 12-seater buses and cars are used.
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