

Adelaide International 2025

Volunteer Positions 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, computer software programs 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.

Activations

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.

Corporate Services

This team assists in the delivery of premium experiences for our VIP guests. Situated over three corporate areas, the team is responsible for delivering world class service, while our patrons watch world class tennis.

Duties include:

- Be professional, engaging, helpful and friendly at all times.
- Daily knowledge of schedules, client movements, event offerings (for example, who is playing, where facilities are located and how to get there, any specific activations guests might get involved in).

- Assist with ticket checks to ensure guests are in the right location and provide wristbands for guests in attendance.
 - Ensuring guests are seated during play, including keeping doors closed to limit movement.
 - Willingness to be flexible as part of a large roster.
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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 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.
 - Net changeovers.
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Patron Services

This team is responsible for providing exceptional customer service and accurate event information to customers and the general public. Patron Services Ambassadors work across all event 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 experience within the precinct.
 - Proactively engaging with customers to elevate their 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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Player Services

Player Services is the face of the tournament for the players, their technical and support teams, 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 information, guidance and assistance for tournament, entertainment, or recreational related services at various touch points within the player spaces.

Duties include:

- Answering queries from players, coaches, support teams, and tournament guests.
 - Directing queries to the appropriate tournament areas.
 - Distributing player benefits.
 - Maintaining up to date records of player benefits, room usage, and laundry.
 - Practice court bookings
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Transport

This team assists in the transportation of players, coaches, player guests, officials, sponsors and corporate guests commuting between the airport, 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.



[Learn more and apply here!](#)

Visit tennis.com.au to apply for a volunteer role at the 2024/25 Summer of Tennis.
