

United Cup Sydney 2024/25

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 generating and printing accreditation passes according to the provided data.
- 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 tennis activations.
- 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.
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Hospitality

This role is responsible for engaging with our valued hospitality guests and providing proactive customer service to contribute to their overall event 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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Patron Services

This team is responsible for providing exceptional customer service and accurate event information to fans across all event precinct spaces, including welcoming fans through to participating in the tennis activations. 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.
 - 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.
 - 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, 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.
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Tournament Operations

The Tournament Operations team helps to execute the event operations plan and are responsible for assisting with tournament communications between various functional areas with the coordination of tournament-related services and facilities.

Duties include:

- Providing general assistance and running errands as required.
 - Having a thorough knowledge of the venue and the different areas.
 - Assisting the event operations team with site readiness across patron facing areas including fan zones and activation spaces.
 - Assisting various tournament departments with supplies to offices and player areas (including stocking fridges, office supplies, and maintaining general office areas).
 - Providing drinks and towels to restricted player areas.
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Visit tennis.com.au to apply for a volunteer role at the 2024/25 Summer of Tennis.
