

# United Cup Perth 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 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.
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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
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### Fan Experience

This team is responsible for providing exceptional customer service with a focus on elevating the fan experience and promoting the sport of tennis. Fan Experience Ambassadors work across all event activation spaces, including Hot Shots activations. A background in customer service and/or sports coaching would be highly advantageous in applying for this role.

Duties include:

- Greeting patrons as they arrive on site.
- Create a fun and engaging experience for fans at the Hots Shots activations.

- 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, 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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## Premium Experience

This role is responsible for engaging with our valued premium experience 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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## 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.

- 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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[Learn more and apply here!](#)

Visit [tennis.com.au](https://tennis.com.au) to apply for a volunteer role at the 2024/25 Summer of Tennis.

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