

Hobart International 2025

Volunteer Positions Overview

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Event Operations

The Event Operations team is responsible for the professional running of the event, across the bump-in, event, and bump-out periods. The team is responsible for the day-to-day operations of the event. The role is a broad role and requires the ability to multi-task and understand the key aspects of all areas of the event.

Duties include:

- Having an intimate knowledge of the venue and the different areas.
 - Responding to calls from internal and external stakeholders around issue resolution.
 - Helping to ensure the site is ready for gates open each day.
 - Assisting with ensuring key operational aspects of the event are in order and running smoothly.
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Ground & Court Services

The Ground & 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 ground and court setup for play, maintenance, and end of day pack up duties.

Duties include:

- Having an intimate knowledge of the venue and its different areas.
 - Delivering consumables across site such as balls, drinks, towels and ice products.
 - Cleaning and drying the court surface and equipment in preparation for play.
 - Checking the grounds and courts for any damage or abnormalities.
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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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Merchandise

The Merchandise team is responsible for the operation of merchandise shops and outlets throughout the site. During the tournament our shops sell a wide range of products.

Duties include:

- Delivering exceptional customer service by assisting customers with product information and general enquiries.
 - Supporting the retail management team in the operation of the shops.
 - Working alongside the stock management teams to ensure fully stocked outlets.
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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.
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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!](#)

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