



## **Role: 2 x Part-Time Leisure Attendants - Dundalk Tennis Arena**

### **About Tennis Ireland**

Tennis Ireland is the National Governing Body for the sport of tennis in Ireland. Tennis Ireland was founded in 1908 and has almost 180 affiliated clubs and engages with almost 80,000 players. Tennis Ireland stages Pro Tour events including the AIG Irish Open Championships and selects teams to participate in the Billie Jean King Cup, Davis Cup and other international events at Junior, Senior and Veterans level. Tennis Ireland also supports the delivery of a wide range of competitive, educational and development programmes at local, provincial and national levels.

### **Role**

Tennis Ireland is looking for 2 part-time Leisure Attendants to join the Tennis Ireland team at the newly established Dundalk Tennis Arena (DTA). The DTA is set to be a premium indoor tennis facility with 4 ITF approved hard courts. The arena will have the ability to seat 600 on a mezzanine floor and has all the supporting facilities to make it a versatile venue. This role will include all aspects of the DTA facility, including light day to day maintenance, serving customers, managing court bookings, promotion of the centre and optimising court utilisation.

The successful candidate should have a background in sport with a solid experience in working with members of the public. We are looking for a service-oriented individual who displays a positive and proactive attitude, strong organizational skills, the ability to prioritise and multitask, and be a strong communicator.

### **Job Summary**

The candidate should have experience in customer service, cash handling and administrative skills. The candidate needs to be available to work evenings and weekends as well as holiday periods.

### **Key Duties and Responsibilities**

- Managing the bookings and events in the Arena.
- Dealing with the public in person, on the phone or by email.
- Responding to any customer queries in a professional and timely manner.
- Dealing with contractors and ensuring they follow the access management policies in place.
- Ensuring the building is safe and secure by adhering to health and safety protocols in place.
- Cleaning courts and light maintenance.
- Ensure the day-to-day operations of the centre meet the standard of the Arena manager.
- Perform day-to-day activities of the Arena (opening and closing, daily inspections, cleaning, etc.) this includes a willingness to work outside normal work hours, weekends and evenings where required.
- Optimise court/facility utilisation and look for ways to generate new business.



- Be outcome orientated.
- Ability to operate technical equipment within the Arena (training to you will be provided).
- Demonstrate strong interpersonal communication skills with the ability to build strong relationships with internal and external stakeholders.
- Reporting any issues to the Duty Manager and Facilities Manager

### **Experience/qualifications Required**

- Excellent customer service and experience in working in the service, events or sports industry.
- General administration, proficiency in Microsoft Office particularly Excel & Word and online booking systems.
- Tennis background is an advantage but not essential.
- Excellent English written and verbal is required.

### **Additional requirements**

- Satisfactory Garda / Police Vetting.
- Valid work permit to work in Ireland.
- Manual handling / First Aid / Fire safety training.

### **Additional Information**

- The role is initially a fixed-term contract for a 1-year period with a 6-month probation period.
- Part-time (20-24 hours per week)
- The post is based at the Dundalk Tennis Arena

**Reports to:** Tennis Ireland Facilities Manager

**Location:** Dundalk Tennis Arena

**Remuneration:** Based on skills and experience provided during the interview process.

### **How to apply**

Letter of application and CV should be sent by email to [hr@tennisireland.ie](mailto:hr@tennisireland.ie) no later than **5:30pm on Friday the 6<sup>th</sup> of December 2024** Please reference **Dundalk Tennis Arena Leisure Attendant** in the subject line. Late applications will not be accepted.

Only applicants to be invited for an interview will be contacted. All candidates must have existing valid permission to live and work in Ireland unrestricted. Appointment will be made subject to satisfactory Garda Vetting, Safeguarding and suitable reference checks.

**Tennis Ireland is an equal opportunities employer.**