

Position Description



Job title:	Tennis Coach
Reporting to:	Venue and Program Supervisor - Tennis
Department:	Tennis
Location:	St Lucia

Purpose of the Position

The Tennis Coach is responsible for the delivery of services for players of all ages and abilities through junior and adult group coaching programs, as well as private lessons. Providing a consistent customer experience to create an environment that will maximise participation and increase revenue.

Key Responsibilities

- Delivery of coaching programs;
- Providing exceptional customer service to current and potential UQ Sport customers and ongoing promotion of UQ Sport's products and services; and
- Maintaining a positive profile for UQ Sport in the wider University community.

Essential Qualifications

- Blue Card
- First Aid & CPR Certificates

Essential Experience and Skills

- Exceptional customer service skills
- Well-developed inter-personal and communication skills

Essential Behavioural Competencies

- Rapport / Relationship Building
- Planning and Organising
- Oral Communication/Presentation
- Initiative
- Information Monitoring
- Cooperation/Collaboration
- Judgment and Decision Making
- Leadership
- Work Efficiency
- Creativity/Innovativeness

Essential Health and Safety Responsibilities

- Adopting safe work practices
- Adopting child safe practices

- Actively reporting workplace hazards, injuries and accidents arising from workplace activities and providing recommendations for corrective actions to prevent or minimise the chance of recurrence
- Ensuring your behaviour does not pose a risk to the health and safety of any person and does not interfere with or misuse materials, equipment or property
- Participating in meetings, training and other health and safety activities

