DIVISION: Operations DEPARTMENT: Accreditation

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| TITLE OF POSITION Accreditation Help Desk Assistant |
| BUSINESS UNIT Local Organising Committee (LOC) |
| REPORTS TO Accreditation Help Desk Supervisor |
| DATE CREATED |

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| PURPOSE | |
| To provide quality data entry support, assist the smooth operation of the assigned Accreditation Centre and give assistance where needed to the Accreditation Help Desk Supervisor. | |
| KEY RESPONSIBILITIES | |
| * To work with the Accreditation Help Desk Supervisor to enable the effective set up of the Accreditation Centre * To work with the Accreditation Help Desk Supervisor to ensure that all accreditation procedures are adhered to during the competition * To maintain the database of volunteers and applicable accreditation categories * To conduct pre-event data entry, take photographs and assist with the printing, production, issuing and recording of accreditation badges provided to accredited personnel * To welcome the people requesting an accreditation badge (Greeter Station) and identify and verify applicants (Passport, Drivers License) * To assist the Accreditation Help Desk Supervisor to resolve any issues regarding player, official or volunteer accreditation * To assist in the de-installation of the accreditation centre. | |
| CORE CAPABILITIES | |
| The core capabilities, linked to our company values, are applicable for each role at LOC. All LOC staff are to display the following values : Credible, Competitive, Ambitious, Passionate, Committed, Inclusive and Community Orientated | |
| CORE SKILLS |  |
| * Communication * The ability to handle issues in a diplomatic manner (English and other languages as required). * Basic understanding of the accreditation process. * Good understanding of the Accreditation Application after training. | * Ability to work with electronic data base, MS Office suite and the internet * Good keyboard skills to perform data entry. * Organisation skills and eye for detail * Adaptable to flexible working hours and new situations. |

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| Delegations of Authority (if applicable) |  |
| Expenditure | $ |
| Authorisation to hire/sign contracts |  |

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| Contract Details |  |
| Contract Term |  |

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| Responsible For: |  |
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