

Australian Open 2026

Position Overview

Ballkid Operations

Change Room

Customer Service Roles

Customer Experience,
Premium Experience
Hospitality or Retail

Customer Support

Media Operations

Player Services

Practice Desk

Scoring Operations

Tournament Operations

Roles

Accreditation & Uniform
or Court & Laundry
Services

Transport

**Please note, the required dates for availability are provided as a guide, and may be subject to change. While you won't be rostered to work every day, to support operational planning we require full availability for the dates outlined. If your availability is limited, please reconsider your application for AO26.*

Ballkid Operations

The Ballkid Operations team delivers all elements of the ballkid program. The team works year-round delivering the ballkid trials and training program from May to November, and delivers all aspects of the AO tournament program throughout January.

During tournament, the team ensures the delivery of operational requirements daily including:

- Assist with the daily management of the ballkids area.
- Escort ballkids to and from courts, specific pick up and drop off points, media events, or as directed.
- Coach and train the ballkids to AO standard.
- Provide ballkids with individual performance feedback when requested either by the ballkids or by the Ballkid Area Leadership Team.

Applicants with teaching, coaching, ballkid or tennis experience preferred.

Ballkid Operations Availability: The Ballkid team conducts trials and training throughout the year, requiring limited weekend availability, with full availability needed from 11 January to 1 February.

Change Room

Change room attendants are responsible for the professional presentation of the player and coaches change rooms. Their primary function is to provide a world class service and be the main point of contact for players with any assistance they require in relation to their designated change rooms and/or tournament related questions.

Duties include:

- Assigning and setting up of lockers in computer systems
- Distribution of laundry
- Maintaining the presentation and stock levels of the change rooms

Change Room Availability: Full availability from 5 January to 1 February 2026.

Customer Service Roles

Customer Service covers three different functional areas – Customer Experience, Hospitality (Premium Experience) or Retail. *If you apply for this role, you will choose one area as a preference.*

Customer Experience

Working as part of the Precinct Operations team, you will be responsible for providing exceptional customer service and accurate event information to Australian Open customers and the general public. Customer Experience Ambassadors work across all the Australian Open 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 Australian Open experience within the precinct.
- Proactively engaging with customers to elevate their Australian Open 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.

Customer Experience Availability: Full availability from 11 January to 1 February 2026.

Hospitality (Premium Experience)

Working as part of the Australian Open Hospitality team, this role is responsible for engaging with our valued hospitality guests and providing proactive customer service to contribute to their overall AO 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 to 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.

Hospitality Availability: Full availability from 11 January to 1 February 2026.

Retail

The AO Merchandise team is responsible for the operation of Australian Open merchandise shops and outlets across the AO site. During the tournament our shops sell a wide range of products including the in-house designed AO collection plus collections from our licensed partners.

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.
- Attending daily briefings.
- Working alongside the stock management teams to ensure fully stocked outlets.

Full training will be provided for all areas that you will be expected to work in.

Retail Availability: Availability from mid December 2025 to early February 2026, with full availability 11 January to 1 February 2026.

Customer Support

Working as part of the Customer Support team, this role is responsible for the service of all customer enquiries through phone, email, live chat, and social media as well as assisting with any operational requirements as needed. Please note, Customer Support is a back-end support function so this role may require you to work from home.

Duties include:

- Assisting guests with general enquiries relating to all things AO.
- Providing and maintaining professional and friendly customer service at all times.

- Assisting with collecting and collating feedback from customers.

Customer Support Availability: Partial availability late November and mid-December (for training), full availability from 29 December 2025 to 1 February 2026.

Media Operations

The Media team is responsible for planning and organising the delivery and day-to-day operations of the AO Media Centre. The media centre aims to provide world class service to several hundred of the world's largest media outlets.

There are several roles that will assist in providing a high-level of administration and operations assistance to the Media Services Manager and wider Media Services Team.

We are looking for people that thrive in a fast-paced environment and can hit the ground running to help us deliver a seamless event experience for one of our biggest stakeholder groups.

Media Operations Availability: Some availability from 3 to 9 January 2026. Full availability from 10 January to 1 February 2026.

Player Services

Player Services is the face of the tournament for players, their technical team, entourage, 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 providing information, guidance and assistance for both tournament related, and entertainment or recreational services at various touch points within the player spaces.

Duties include:

- Answering queries from players, coaches, entourage, and tournament guests.
- Directing queries to the appropriate tournament areas.
- Distributing player benefits.
- Maintaining up to date records of player benefits, room usage, laundry, and manufacturers items.

Player Services Availability: Full availability from 5 January to 1 February 2026.

Practice Desk

Working as part of the Practice Desk team, officers are responsible for coordinating practice court arrangements for the players throughout the tournament.

Duties include:

- Coordinate bookings for all on-site practice courts (including RLA, JCA, MCA and Show Courts), Albert Reserve, Scotch College
- Issue and record distribution of practice balls
- Liaise with internal stakeholders, i.e. media coordinator, court services team and tournament officials on practice schedule

Practice Desk Availability: Full availability from 5 January to 1 February 2026.

Scoring Operations

As part of the Tennis Australia Production team, the core function of this role is to record match statistics as they happen on all match courts. Statisticians sit courtside recording everything from serve speed and direction to point winner and how the point finished, whether it was a forehand or backhand, the type of stroke and whether it was a winner or an error. It's a role that requires high levels of concentration and attention to detail.

Duties include:

- Recording live match statistics on all match courts.
- Data entry of match statistics and scores.
- Providing match analysis, as required.

Scoring Operations Availability: Availability from Nov/Dec for training. Full availability from 11 January to 1 February 2026.

Tournament Operations Roles

Tournament Operations roles covers multiple functional areas – Accreditation, Uniforms, and Court & Laundry Services. *If you apply for this role, you will choose one area as a preference.*

Accreditation

The Accreditation team is responsible for providing administrative support and assistance on the production and distribution of accreditation. This team works closely with the Uniform team to facilitate workforce readiness in the lead up to and during the AO. A background in

administration, retail or customer service would be highly advantageous in applying for this role. Accreditation team members may be asked to work across both Accreditation and Uniform in the lead up to and during the tournament.

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 exceptional service when assisting individuals.

Accreditation Availability: 17 – 29 November 2025 and 2 January – 1 February 2026.

Uniforms

The Uniforms team is responsible for the overall operations of uniform distribution to the AO Team workforce. This team works with the Accreditation team to facilitate workforce readiness in the lead up to and during the AO. Uniform team members may be asked to work across both functions in the lead up to and during the tournament.

Duties include:

- Facilitating the collection and distribution of AO uniforms.
- Facilitating the daily operations of uniform distribution at all locations.
- Assisting in the stocktaking process of AO uniforms at the TA Warehouse (pre-tournament)
- Providing professional and exceptional service when assisting individuals.

Uniform Availability: October 2025 to 1 February 2026.

Court Services

The Court Services team is responsible for the professional presentation and servicing of the field of play during the Australian Open. 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.

Court Services Availability: Full availability from 10 January to 1 February 2026.

Laundry Services

The Laundry Services area is responsible for providing an efficient and reliable service to the change rooms, player services and medical areas. The team is responsible for the collection and delivery of laundry for players and their entourage. The team also provide consumables such as towels, linen, bathroom products, ice and other items to key areas that support the player experience.

Duties include:

- Collecting and distributing player and staff laundry.
- Distributing and collecting linen (bath towels, sheets, pillow slips) to and from change rooms, medical areas, player café and media areas.
- Delivery and supply of all personal products (hair care, body wash and hygiene products) to change rooms.
- Delivery and supply of ice to training and change rooms.

Note: all laundry is cleaned off-site by an external provider.

Laundry Services Availability: Early January to 1 February 2026.

Transport (Courtesy Car Drivers)

Working as part of the Australian Open Transport team, this role supports the transportation of players, coaches, player guests, officials, sponsors and corporate guests commuting between Melbourne Airport, Melbourne Park 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.

Transport Availability: Full availability from 8 January to early February 2026.
