

Committee	Description	Requirements
Access - Scanning	Access - Scanning volunteers are the first point of contact for patrons as they enter the grounds. They scan all tickets, credentials and check bags at each entrance and share information on the events of the day.	Requires standing and being comfortable with electronics, as you will be required to operate a scanner (training will be provided).
Ballpersons	Ballpersons play a very important role in the overall operation of each match. Their primary job is to retrieve balls when they are out of play.	Must be 12 years old by August 1, 2012 in order to try out. Must be mature, have good hand-eye coordination, and possess good citizenship. All NEW & 2nd year applicants must be able to attend tryouts to be considered for this position. 2012 Training/Tryout sessions are scheduled for : Session 1 - May 19 & 20, Session 2 - June 9 & 10 from 10:00am-Noon each day.
Exercise Facility	Exercise Facility volunteers serve as the attendants for the Players Exercise Room. They make sure that the area is stocked with towels and water. They see that the area is kept clean at all times. They assist the players with special requests.	This area can be staffed with either male or female volunteers. Must be at least 16 years of age. An ideal volunteer for this committee would be someone that can work independently and maintain professional at all times.
Food & Beverage Distribution	Food & Beverage Distribution is responsible for delivering, distributing and continually replenishing all food and drink items throughout the tournament facility. Volunteers will deliver cases of water, PowerAde, soft drinks, fruit, snacks and more to locations including the player lounge, player locker room, press box, volunteer lounge, umpires lounge and TV compound.	This position requires the ability to communicate clearly on a two-way radio. This committee does require you to bend and lift items to replenish snacks and drink areas. This committee is good for mature high school and college age volunteers. Adults welcomed.
Information Center	The Information Center is the main source of information for all tournament patrons! They answer questions and provide details and updates on the tournament. They serves as the location for lost and found. The Information Center is located in a kiosk inside the main gate.	This position requires good customer service skills, the ability to communicate with patrons and be a good will ambassador for the tournament. Must be 18 years of age.
Marshals	The Marshals Committee is the volunteer security force that maintains security around the perimeter and inside the venue. Their goal is to make sure Players and Patrons have trouble free enjoyment of the tournament. They are responsible for granting access to certain areas, performing bag checks at all entrance points, protecting players on-court, and assisting with overall security at the event.	This volunteer position requires a minimum age of 20 years old. Volunteer must be mature, alert, and, possess the ability to vocalize direction. Marshals work in conjunction with the Mason Police Department and tournament operations.
Player Locker Room - Women	Player Locker Room volunteers serve as attendants for the Women's Locker Room. They assist players with all locker room needs, keep the locker room stocked with necessary items and keep the area organized & tidy. They are also responsible for keeping inventory on clean & dirty towels, assigning lockers on a daily basis, supporting the training room as needed, and assist with special requests from players.	Must be a female, at least 16 years old and willing to work hard. Volunteers must be professional at all times. This is a great position for mature high school & college students.
Racquet Club	The Racquet Club is an open air private lounge area for box seat ticket holders. The committee is responsible for maintaining control of all access points, keeping the area clean and tidy, and replenishing snacks and water in the area. They serve as the primary liaison between the box seat holders and the caterer in this area.	Racquet Club volunteers must be personable with good customer service skills. Heavy lifting is required (up to 40 lbs.) for large bags of ice and water jugs.
Scoring	The scoring committee does just that- they keep score! Volunteers are required to score the match on a computer, operate the scoreboard for match spectators, and display sponsor logos on the LED board by cycling graphics between changeovers, set breaks and at the end of matches. Volunteers may also be required to keep statistics while the match is being played on Center & Grandstand.	Volunteer must be familiar with the game of tennis, how to keep score, and have good computer skills. Volunteer should also have a good understanding of tennis statistics. The ability to work under pressure in a fast pace environment is a must for this committee.

Speed Serve	Speed Serve is an interactive game on-site at the tournament that tests people's ability to serve! Patrons are encouraged to play in hopes of serving the fastest and winning a prize! Speed Serve volunteer duties include: interacting with patrons, keeping the area organized and tidy, picking up balls, helping with crowd control around booth, and more. There is a fee associated with this game, thus volunteers must be comfortable handling money.	Must possess good customer service skills, be friendly, and comfortable handling money. This is a great opportunity for high school to college-age students to earn Community Service Hours.
Suite Hospitality	The Suite Hospitality committee serves as the gatekeepers for the suites areas. They check for appropriate passes and allow or deny access to the suites. They troubleshoot as needed, and check in on all suites and their guests. They verify that all food and drinks are stocked and notify appropriate people/committee when something needs attention. They also assist with directing customers to the appropriate suite.	Volunteer must be friendly and possess good customer service skills. While the area where this committee works does have umbrellas for protection, volunteers must be able to work in the sun.
Telecommunications	The Telecommunications committee is the first line of communication for ALL calls that come into the tournament. Volunteers answer the phones and transfer callers to the appropriate extension. They provide information to callers on the tournament and associated activities; general information, driving directions, tournament schedules, etc.	This position requires volunteers who possess a pleasant speaking voice, and good customer service skills.
Ticket Office	The Ticket Office committee is responsible for answering the phones and taking ticket orders, staffing will-call and selling tickets at the walk-up windows.	This position requires volunteers who possess a pleasant speaking voice and basic computer skills. Volunteers must be comfortable dealing with financial transactions, and have good customer service skills. Minimum age requirement is 18. This position is performed in a fast paced environment and requires one to be very detail oriented. Training is required for a half day approximately one week prior to the event; this is required for all members of the committee to attend.
Transportation - Airport Greeters	The airport greeter volunteers are stationed in the baggage claim area at the airports. They help to monitor the arrival of tournament passengers as well as greet and provide instructions where the parties are to meet their tournament provided transportation.	Airport greeters must be at least 16 years of age. Volunteers must be mature, follow directions and possess the ability to remain professional at all times.
Transportation - Drivers	The Transportation committee is responsible for providing transportation for all players, coaches, guests, staff from the ATP or WTA, VIPs, umpires, the media, and others to and from the airport, motels, and the tournament site as needed.	Volunteers for driving on this committee must be 25 years of age, have a valid driver's license, and a good driving record. A background check of your driving record will be conducted. Drivers should have good working knowledge of the area and routes to local airports and venues. Volunteers must possess the ability to remain professional at all times.
Ushers	The Ushers committee responsibilities include: checking patrons' tickets, helping patrons find their seats, restricting access based on patron's ticket to a specific area of the stands and controlling entrances using the double roping method at down-gates and prohibiting entrance during play.	Ushers must be at least 16 years (mature) of age and able to work in sun and heat. Must be able to stand for long periods of time if needed.
Volunteer Lounge	The Volunteer Lounge committee responsibilities include selling meal tickets to volunteers, wiping down tables and replenishing snacks, but not the actual food preparation or set-up. They also decorate the area to make it look inviting and presentable.	Must be able to do some lifting to help replenish snacks. Will consider a 14-15 year old if a parent works along side their child.