Field Service Job Description

Position:
Facilities and Operations Intern for On-Court Supervision

Position Overview:
This position will act as the on-court liaison between Chair Umpires and the Facilities Office. Responsible for handling all on court issues and ensuring that each individual court is stocked and prepared in accordance with tournament guidelines.

Position Objectives:
To provide outstanding service and tournament facilities for our fans, players, officials, contractors, exhibitors, vendors, sponsors, volunteers and staff.

Position Timeline:
Internship will begin on July 18th and run through August 21st. Start and end dates can be extended slightly to satisfy additional academic requirements. Interns must be able to work all days during internship unless approval is granted prior to acceptance of the offer.

Working Hours:
Prior to the tournament the workday will generally begin at 9am and end at 5pm. This position is task driven and occasional projects may require extended hours to conclude. During the tournament a schedule will be developed based on availability to ensure that the courts are properly staffed from 7am until the end of play and court washing into the early morning.

Team:
This position will be part of a team consisting of 30-35 interns staffing all the courts. This group will report to one of three full time interns overseeing all courts and matchplay.

Pre-Tournament Duties:
- Assist in preparing the facility through the following projects:
    - Painting
    - Pressure washing
    - Fence repair/install
    - Weed removal
    - Windscreen and vinyl replacement
    - Preparation and maintenance of interior space
    - Inventory management
    - Placement and distribution of light towers
    - Maintaining high levels of cleanliness
    - Minor seating and stadium repair
    - Preparation of interior spaces
    - Assist other facilities interns in preparing their areas
- Learn procedures and protocols in the following areas:

    - Net assembly
    - ATP/WTA guidelines
    - Microphone operation
    - Recognition of specific players
    - Court layout
    - Sponsor requirements
    - Court drying
    - Court washing
    - Anticipating player needs
    - Inventory management
- Participate in group projects as directed by Management.
- Assist volunteers and chairpersons in preparing their areas for the tournaments.

Tournament Duties:

- Work knowledgeably one or all of the following teams:
    - Court runner
    - Net change team
    - Court monitor
- Prepare courts for matches each day.
- Stock courts with supplies for players, umpires, camera crews and other personnel
- Quickly solve any on court problems at the discretion of the chair umpire.
- Communicate with Operations Dispatcher to update scores, request product needs, and provide general match progression
- Act as first responder to any issues that may arise on court
- Tend to the needs of players on court
- Ensure that all on court sponsor material is appropriately placed
- Monitor on court security and notify marshals of any potential threats
- Communicate and work with chair umpire and lines people on each court
- Contribute to the changing of nets and on-court signage procedures
- Lead court drying procedure in the event of rain
- Complete quality control checklists for Player Security and Public Space interns.
- Support coworkers in the cleaning of match courts each night.
- Photograph assigned areas for documentation purposes.
- Assist in the completion of quality control surveys
- Make recommendations to improve the position and the tournament from year to year

Post Tournament Duties:

- Make recommendations to improve the position and the tournament from year to year

This is an unpaid internship designed for course credit and/or to build experience for candidates as they assist in assembling one of the finest tennis events in the world. Reimbursement for travel or other funding is not available.

Interested candidates please apply on Teamworkonline.com. For additional information or questions concerning the position please contact Christian Flory at:
cflory@cincytennis.com