Job Description

Position:
Facilities and Operations Intern for Tournament Logistics.

Position Overview:
This position is responsible for preparing the logistics of all items shipped to the site for the tournaments and providing support for vendors, exhibitors and food court restaurants.

Position Objectives:
To provide outstanding service and tournament facilities for our fans, players, 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. The position is task driven and occasional projects may require extended hours and weekends to conclude. During the tournament a schedule will be developed based on availability to ensure that all posts are properly staffed from 7am until the end of play.

Pre-Tournament Duties:
- Assist in the shipping and receiving process.
    - Inventory all storerooms and organize accordingly
    - Prepare storerooms for deliveries.
        - Sweep, clean, design and label layout of room
    - Move items to proper storage locations
        - Ensure that storage rooms are always kept locked and secure
    - Create working relationship with UPS and FEDEX.
        - Exchange contact info with regular drivers
    - Record all items received.
        - Physically count all boxes in each shipment and cross check that with shipping documents
        - Write physical number of boxes received next to signature when signing for deliveries
    - Keep accurate records of what we received, who it was shipped to and where it was stored.
    - Pre-plan the delivery of items we have received.

        - Check with management weekly for updates of incoming shipments
- Assist in the controlling of all rental equipment.
    - Receive equipment from the rental company.
    - Establish a good relationship with rental vendor and communicate often as needs change and issues arise
    - Take pictures from all sides.
    - Record any damage and communicate that to rental vendor immediately.
    - Test drives each vehicle and record any deficiencies.
    - Inspect all fuel levels and record any discrepancies.
    - Record equipment numbers to correlate with pictures and log each piece for reference.
    - Create signs identifying which entity will be assigned to each vehicle
    - Sign out equipment to assigned individuals or groups.
- 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
- Interface with Sponsorship Coordinator and Hotel/Operations Coordinator to receive information on vendors' rental needs
- Contact Vendors and Exhibitors prior to arrival to confirm their facility needs and discover any last minute updates.
    - Establish method of transferring information to the tent rental company.
- Physically check that the correct items were delivered to each tent and be there to greet vendors as they arrive.
- Establish schedule of when each vendor will be visited, product restocked, pars maintained, etc.
- Implement above plans using time management skills and maximizing resources.
- Assist other facilities interns in preparing their areas.
- Participate in group projects as directed by Management.
- Participate in on-site and off-site volunteer projects as directed by the Director of Facilities, (Volunteer Party, Ballperson Try-outs, etc.).
- Support assigned contractors in completion of their tournament preparations.
- Assist volunteers and chairpersons in preparing their areas for the tournaments.
- Attend all rental equipment operation workshops.
- Establish open lines of communications with committees and vendors for simple streamlined flow of information.

Tournament Duties:

- Implement plan to control received items.
    - Insure the security of all storerooms.
    - Plan deliveries in-advance based upon arrivals or hospitality schedule.

        - Check daily with management to ensure proper information is received.
    - Deliver items to proper recipient.
    - Keep accurate records of who received it and have them sign for shipment in your delivery log.
    - Check with vendors daily for amounts to be delivered each morning.
    - Create delivery schedule based on pars
        - Establish regular times to visit and restock.
    - Maintain log of name/time each vendor is visited to ensure that every group received personal contact at least once each day.
    - Create pars for large vendors to simplify the process.
        - Control vendors' inventory throughout tournament.
- Provide the highest quality customer service as the liaison between tournament administration and those doing business on site.
- Interface with Director of Sales, Hotel/Operations Coordinator, and CEO to ensure that vendor needs are being met.
- Stock program locations on a nightly basis and maintain inventory throughout the day.
- Document all storage areas.
    - Label each box clearly and place in groupings for easy recognition by any intern.
    - Construct diagram of where larger groupings of items are stored for quick and easy identification by any office staff member.
    - Photograph and record above placements and make suggestions for next year.
- Support musicians and entertainers as they enter, setup, teardown, and depart.
- Complete daily log of visits to each vendor, exhibitor, and supported group.
- Assist in the completion of quality control surveys.
- Photograph assigned areas for documentation purposes.
- Support assigned volunteer committees and vendors:
    - Vendors
    - Exhibitors
    - Food Court
    - Retail Tent
    - Food & Beverage Distribution
    - Speed Serve
    - Programs
    - TV Compound
    - Scoring & IDS
    - Concessions
- Plan and implement the return of rental equipment.
    - Receive equipment from vendors.
    - Take pictures from all sides.
    - Record any damage and report to Director of Facilities.
    - Fill-out return paperwork with the rental company.
- Provide shipping information for vendors to ship their own packages.
- Assist vendors in moving equipment back to their vehicles on Finals Sunday.
- Gather surplus items from Title Sponsor's Tent / Suite and put in their storage space for later shipment.

- Gather surplus items from all other Tents / Suites, create inventory listing and put in secure location.
- Prepare outbound shipment for title sponsor, USTA, ATP, WTA, and major sponsors.
- Secure all equipment and supplies.
- Complete assigned post-tournament projects, (storerooms, equipment winterization, etc.).

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:
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