

VOLUNTEER POSITIONS OVERVIEW



THE WORLD CUP
OF TENNIS®

SERENA
WILLIAMS
USA



SLOANE
STEPHENS
USA



FIRST ROUND
**USA VS
ITALY**

FEBRUARY 8 – 9, 2014
CLEVELAND, OHIO • PUBLIC AUDITORIUM



WWW.USTA.COM/FEDCUP

*Players subject to change.

Photos © Getty Images. © USTA 2013.



Volunteer Positions

OPERATIONS

Event Production

This volunteer area requires energetic individuals who are physically fit and comfortable with light to moderate manual labor. Individuals will hang signage, ensure event rooms are set-up and maintained properly, assist with all court needs, fill drink product coolers, keep player areas tidy and perform other functions as required. For consistency, preference is given to individuals who can work the most days. 2 volunteers per shift (2 shifts per day Mon. 2/3 – Mon. 2/10).

Production Office

This volunteer area requires personable and efficient individuals with a strong attention to detail who are comfortable taking direction. Individuals will provide general office administration support, help organize event's production office, assembly gift bags, run errands and perform other functions as required. For consistency, preference is given to individuals who can work the most days. 1 volunteer per shift (2 shifts per day Mon. 2/3 – Sun. 2/9).

Credential Office

This volunteer area requires friendly and personable individuals with strong customer service skills and computer proficiency. Under the direction of the credentials coordinator, individuals will organize and issue event credentials and provide general office administration support. For consistency, preference is given to individuals who can work the most days. 1 volunteer per shift (1-2 shifts per day Mon. 2/3 – Sun. 2/9).

Media Center

This volunteer area requires personable and efficient individuals with a strong attention to detail who are comfortable interacting with members of the national/local media. Under the direction of the media coordinator, individuals will provide general office administration support, answer phones, manage media seating area and run errands as required. For consistency, preference is given to individuals who can work the most days. 1 volunteer per shift (2 shifts per day Fri. 2/7 – Sun. 2/9).

Volunteer Office

This volunteer area requires friendly and personable individuals. Individuals will be based in the volunteer office at the arena. At the direction of the volunteer coordinator, individuals will assist with checking in volunteers, distributing uniforms, directing volunteers to their position and answering any general inquiries fellow volunteers may have. For consistency, preference is given to individuals who can work the most days. 1 volunteer per shift (2 shifts per day Mon. 2/3 – Sun. 2/9).



Volunteer Positions

USTA Hospitality Area

This volunteer area requires friendly and personable individuals with strong customer service skills who are comfortable interacting with VIPs. Individuals will greet VIPs and check them in at the hospitality entrance, answer general questions about the tie and run errands as required. 2 volunteers per shift (1 shift per match day).

Statistician

This volunteer area requires individuals with a strong attention to detail who are computer proficient and knowledgeable about tennis scoring. Under the direction of the scoreboard operator, individuals will assist with inputting match scores and statistics into a computer driving the scoreboards. For consistency, preference will be given to individuals who can work the most match days. 1 volunteer per shift (1 shift per match day).

TRANSPORTATION

Transportation Office

This volunteer area requires friendly and personable individuals with strong customer service skills and an attention to detail. Individuals will be based in the transportation office at the arena and/or at the event hotel. At the direction of the transportation coordinator, individuals will arrange transportation for designated VIPs, sponsors and officials to/from their hotel and provide general office administration support. For consistency, preference is given to individuals who can work the most days. 1-2 volunteers per shift (3 shifts per day Mon. 2/3 – Mon. 2/10).

Driver

This volunteer area requires personable and efficient individuals who enjoy driving and are very familiar with local roads and traffic patterns. Individuals must be 25 years of age or older with a good driving record and valid driver's license. Individuals will drive VIPs, sponsors and officials to designated locations (including the airport) and run errands as required. All transportation volunteers must supply a copy of their driver's license (front & back) and have a valid automobile insurance card (including policy number). 5-8 volunteers per shift (3 shifts per day Mon. 2/3 – Mon. 2/10).