

2016 Volunteer Committees / Chairperson

| Committee | Description | Requirements | New Vol. Availability | Chairperson(s) | Avg. Shift Length (Estimate) |
|------------------------------------|---|--|--|---|--|
| 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). | Excellent Availability for new volunteers | Barb & Tom Toman, Amy Toman and Dan Elliott | 6-7 hours |
| Aces & Stars | This committee will assist with the organization of player visits to suites, tents and special events. They will coordinate all areas of the player visits (research, security, player introductions, i.e...). They will escort the players to their Aces & Star appearances. This committee has a limited number of volunteers | Must be mature and professional at all times. Must have excellent customer service skills, be articulate, a quick thinker and creative. Knowledge of tennis professionals and the game of tennis is a real benefit. Must be available on an as needed basis during the tournament. | No new volunteers needed | Terry Elliott | 7 hours |
| 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. Additionally, they will tend to the needs of the player(s) during their match. | Must be 12 years old by August 1, 2016 in order to try out. Must be mature, have good hand-eye coordination, and possess good citizenship. All NEW & 2nd year applicants must attend one of the tryout sessions (2 days) to be considered for this position. 2016 Training/Tryout dates: sessions 1 - May 21 & 22 , session 2 - June 11 & 12 | New and 2nd year volunteers must tryout. | Jan & Jason Arenstein | 7 hours (depends on the length of matches) |
| Ballpersons Lounge Monitors | Ballpersons Lounge Monitors are adults that assist with the operations of the Ballpersons Lounge. They assign courts to the ballkids, organize the Lounge, control the supplies, etc. They may also be assigned as on-court "monitors", to serve as the point of contact on their respective court for the ballpersons. | Must be mature and possess the ability to work in a fast paced environment. Must enjoy working with children of all ages. | Most volunteers on this committee are drawn from the pool of parents of present or past ballkids | Jan & Jason Arenstein | 6.5 hours |
| Championship Club | The Championship Club building includes two levels; the first a restaurant, the second, the Champions Loft both are open to members only. Volunteers have a variety of duties, which include; guarding the entrance points to the Club to make sure members have the correct pass to enter, provide seating assignments for dining guests and Loft members, staffing the host stand at the main entrance to the dining room, taking reservations over the phone for the dining room, ensuring only appropriate guests have access to the area. The committee works in conjunction with the caterer to take care of the members of the Championship Club and the Champions Loft. | Strong customer service skills and the ability to remain calm at all times. Must be able to stand for periods of time. The Club is air-conditioned. | Limited availability for new volunteers | Jane Heskamp & Brent Loebig | 6.5 hours |
| Credentials | Credential volunteers create and distribute access passes & badges to those entering tournament grounds. They take photos for credential badges, make badges, generate day passes and check ID's. The committee assists with troubleshooting scanner problems as well as assist in player dining any problems that arise with the use of credential/dining cards. | Must be at least 18 years of age. The ability to stay calm and work well under pressure is essential. Competent computer skills and people skills are required. | Limited availability for new volunteers | Joan Keating & Peggy McManus | 6.5 hours |
| 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 18 years of age. An ideal volunteer for this committee would be someone that can work independently and be professional at all times. | Limited availability for new volunteers | Cathy Thomas | 6 hours |

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| Finance | The finance committee is responsible for all cash operations during the tournament which includes but is not limited to: counting money and preparing deposits, making change for vendors, reconciliation of tickets sold to cash received, collecting receipts from vendors, etc. | Basic knowledge of money in, money out is beneficial. A bank teller is ideal for this position. Must be 18 years of age and comfortable with working with money. References required. | Limited availability for new volunteers | Leslie Erion & Betsy Sturtz | 7 hours |
| 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 heavy items to replenish snacks and drink areas. This committee is good for mature high school and college age volunteers. Must remain professional at all times. Adults welcome. | Good availability for new volunteers | Brian Vass & Raj Nandikolmath | 5 hours |
| Future Ticket Sales | Future Ticket Sales promotes the sale of tickets for the 2017 Tournament and provides patrons with information on series ticket packages and single session ticket sales. The committee facilitates & accepts new series inquiries for the following season. | Must be comfortable interacting with patrons, and have good customer service skills. | Limited availability for new volunteers | Sharon Hall & James Minor | 5 hours |
| Horticulture | The Horticulture Committee is responsible for the beautification of the tournament grounds. Responsibilities include unloading, distributing, planting and maintaining plants. | This position does require bending and lifting. Most shifts require the potential to "get dirty", work in the sun, and may require heavy lifting. | Very limited availability for new volunteers | Kelly Bishop, Sue Metheney, Katie Wolnitzek | 5 hours |
| 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 serve as the location for lost and found. The Information Center is located inside the main gate as well as a kiosk on the southwest side of the tournament grounds. | 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. Knowledge of the tournament is helpful. | Availability for new volunteers | Geri Sowell & Corinne Roberts | 5 hours |
| 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, assisting all patrons 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. | Excellent Availability for new volunteers | Ed Barloh & Bob Dietrick & Fred Eck | 8 hours |
| Medical RN | The Medical RN Committee works closely with Emergency Medical & First Aid to assist with all first-aid requests and medical emergencies on-site. They also staff the First Aid Station at the event. | Registered Nurses only. They work along with the Emergency Medical committee. | No new volunteers needed | Denise Bond R. N. | 7 hours |
| Photography | Photography committee is responsible for capturing all tournament activity in still frames for perfect memories! They take pictures of the activities of the event, based upon a pre-determined list of items the Tournament requests to have taken. | Must have own photography equipment to perform this function. | No new volunteers needed | Thomas Guenther, Tony Wagner | 7.5 hours |
| Player Escort | This committee acts as the escort for players selected for drug testing. The participants will be stationed on the court during the match of the player selected for drug testing. Volunteer stays with the player from the end of the match until they report to the designated testing area. This committee has limited availability and requires a signed confidentiality agreement. | Must be 18 years of age, both male and female volunteers are needed. The ability to stay calm and professional around professional athletes is a must. You must be able to withstand long periods of time in the sun. Knowledge of tennis and the rules of tennis is necessary. Volunteers must be flexible with their schedule and be able to stay throughout the day and into the evening as needed. | No new volunteers needed | Dan Nelson | 8 hours |

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| Player Locker Room - Men's | Player Locker Room volunteers serve as locker room attendants just prior to, & during the Tournament. They assist players with all locker room needs, keep the locker room stocked with necessary items and keep the locker room 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 male, 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. | Very limited availability for new volunteers. References are required. | Ethan Arenstein & Kreig Kennedy | 7 hours |
| Player Locker Room - Women's | Player Locker Room volunteers serve as locker room attendants just prior to, & during the Tournament. They assist players with all locker room needs, keep the locker room stocked with necessary items and keep the locker room 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. | Very limited availability for new volunteers. References are required. | Cathy Thomas | 6 hours |
| Player Services | The Player Services committee manages the Player Lounge and serve as the main point of contact for the players during the tournament and throughout their stay in Cincinnati. They perform a variety of tasks, while maintaining the Player Lounge area to keep it comfortable and accommodating to the players and their guests/families. They also serve as a concierge for the players, providing them information and tickets on local attractions, restaurants, etc. They also book practice courts. | Must be at least 21 years of age, mature, and possess good customer service skills. Bilingual or multi-lingual is a plus! Must be able to work in contact with professional athletes without being "star-struck". | Very limited availability for new volunteers - recommendation required. | Gina Lower and Jenny Gardner | 6 hours |
| Programs | The Program Committee volunteers are responsible for distributing/delivering programs and daily draw sheets to appropriate points of sale, and other areas around the venue. They are also responsible for organizing and supervising the group of volunteers who sell the programs, and are responsible for collecting cash periodically from point of sale locations. | Must be comfortable dealing with financial transactions, requires standing for long periods of time, and must be willing to serve the public with good customer service skills. | Limited availability for new volunteers | Stephanie Janssen, Kathy Sparks | 5 hours |
| Public Relations | The Public Relations Committee main functions are to staff the Press Box and support the media in attendance. The volunteers prepare the daily draw sheet, release match results to media outlets, and serve as the main point of contact for the worldwide media. They are also responsible for setting up the interview rooms, and providing interview transcripts to the media. | Must be comfortable dealing with the press. Requires good customer service skills and the ability to remain professional at all times. Must be 18 years of age or older. College students welcomed. | Limited availability for new volunteers | Sharon Meese, Jenn Leichman & Mike Leichman | 5.5 hours |
| 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. | Availability for new volunteers | Jean MacMillan, Mary Yu and Charlie Yu | 6 hours |

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| Scoring | The scoring committee does more than just 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 Court. | Volunteer must be familiar with the game of tennis, how to keep score, and have excellent 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. Finals weekend shifts not open to new volunteers. | Limited availability for new volunteers. Must submit tennis knowledge and computer background with application. | Maxine Hoyles-Yates | 6.5 hours |
| Sponsor Hospitality | The Sponsor Hospitality Committee is the main point of contact for the sponsor hospitality tents. They are the gatekeepers of the area and check for tent passes to allow or deny access to this area, assist with troubleshooting sponsor requests in this area or get help as needed from the appropriate people or committee. They also act as liaison between the sponsors and the caterer. | Must be friendly and possess good customer service skills. | Limited availability for new volunteers | Jerry Wahl & Anne Woebkenberg | 6.5 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. Must be at least 15 years of age. | Availability for new volunteers | Nancy Crull & Janelle Konchar | 4.5 hours |
| 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 clear, pleasant speaking voice, and good customer service skills. Knowledge of the tournament helpful. | Limited availability for new volunteers | Kit Wylly & Annie Blaisdell | 6 hours |
| 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. | No new volunteers needed | William Devine | 8 hours |
| 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. | Excellent availability for new volunteers | John & Teala McQuilkin, Beth Edwards, Jack Young, Shari O'Maley | 6 hours |

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| 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. | Excellent availability for new volunteers | John & Teala McQuilkin, Beth Edwards, Jack Young, Shari O'Maley | 6 hours |
| Uniforms | The Uniforms Committee provides uniforms to those who have not yet picked theirs up. They do exchanges for size if needed, and assist new volunteers. They maintain control of all uniforms for the Volunteers at the tournament. | Volunteers must have good energy and enjoy working with other volunteers. | Limited availability for new volunteers | Susan Burdick | 6 hours |
| 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. Ushers must be fluent in English and be flexible and willing to work at all gates as assigned by their committee. Must be able to stand for long periods of time if needed. | Excellent availability for new volunteers | Barb Haintl, Brian Stanford & Jim Eichmann | 7 hours |
| Volunteer Lounge | The Volunteer Lounge committee responsibilities include wiping down tables and replenishing snacks, but not the actual food preparation. The goal of this committee is to provide a clean and inviting area where other volunteers can come to relax during their breaks. This committee has limited access to live tennis and will require seeing it during your breaks only. | Must be able to do lifting to help replenish snacks. Will consider a 14-15 year old only if a parent works along side their child. Due to staffing considerations, volunteers are expected to work the entire shift. If there is a need to arrive late or leave early, you may be asked to work a different shift. | Excellent availability for new volunteers | Julia Eberwine & Janet Lindstedt | 6.5 hours |
| Volunteer Office | This committee provides coverage and assistance to the Volunteer Coordinator. They will man the volunteer office, answer the phone, distribute volunteer benefits, help stock the uniform committee cabinets. Help with placement of new volunteers. Provide support to all volunteers. | Must be very personable, have good computer skills and be able to work independently. Knowledge of the tournament is very helpful. Must enjoy working with all types of individuals. | Limited availability for new volunteers | Pat Fowler | 6 hours |