

Facility & Operations – Tournament Logistics Intern

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 assisting in the preparation of the facility.

Position Objectives:

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

Supervisory Responsibilities:

Oversee and train two Field Service Interns assisting in tournament logistics.

Pre-Tournament Duties:

- Develop and implement a comprehensive plan to control the shipping and receiving process.
 - Inventory all storerooms at the start of your internship.
 - Move items to proper storage locations
 - Ensure that storage rooms are always kept locked and secure
 - Prepare storerooms for deliveries.
 - Sweep, clean, design and label layout of room
 - Create working relationship with UPS and FEDEX.
 - Exchange contact info with regular drivers
 - Create shipping and receiving log
 - Analyze previous year's log and make improvements
 - 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
- Train and supervise 3 Field Service Interns and assign responsibilities
 - Prepare training tools, delineate exact procedures, establish protocols and lines of liability
 - Provide receiving information to all interns to accurately record items in your absence.

- Assist Public Space and Grounds Interns with leaf removal project.
 - Create schedule for progress of project
 - Perform preventative maintenance on two yard vacuums
- Paint the exterior of the stadiums north and east sides.
 - Touch-up of all white areas that patrons can see.
 - Document areas to paint, create schedule of progress, estimate supply needs
 - Select a day each week to present your progress to management
- Develop a plan to control all rental equipment.
 - Create contracts for vendors using our rental equipment
 - Receive equipment from the rental company.
 - Establish a good relationship with rental vendor and communicate often as needs change and issues arise
 - Train other interns to receive and/or return vehicles in your absence.
 - Take pictures from all sides.
 - Record any damage and communicate that to rental vendor immediately.
 - Test drive 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.
- Control the layout of the TV / Truck Compound
 - Work with Director of Facilities to establish a location map for each truck prior to arrival.
 - Prepare area, clear debris and maximize available space
 - Establish contact with Pac Van
 - Contact portable air conditioning vendor
 - Place support trucks based upon specifics of drawing.
 - Prohibit the placement of non-approved trailers.
 - Maximize the space by accurate, tight placement.
- 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 tent rental company.
- Physically check that the correct items were delivered to each tent and be there to greet vendors as they arrive.
- Develop method to divide responsibilities between yourself and two Field Service interns.
- Create schedule of when each vendor will be visited, product restocked, parts maintained, etc.
- Implement above plans using time management skills and maximizing resources.
- Attend morning meetings and present progress reports.
- Document tasks and procedures for final report.
- Assist other facilities interns in preparing their areas.
- Participate in group projects as directed by the Director of Facilities.
- 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.
- Complete forklift and other required safety training modules.
- Attend all rental equipment operation workshops.
- Establish open lines of communications with committees and vendors for simple streamlined flow of information.

Tournament Duties:

Complete the following duties during the men's and women's tennis tournaments.

- 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.
- Clearly divide responsibilities with Field Service Interns.
- 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.
- 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.
- Assist vendors in moving equipment back to their vehicles on Finals Sunday.
- Gather surplus items from Title Sponsor and put in secure location for later shipment.
- Manage the court drying process on Court 3 and Courts 9 & 10.
- Complete assigned daily responsibilities.
- Support assigned volunteer committees and vendors:
 - Vendors
 - Exhibitors
 - Food Court
 - Retail Tent
 - Food & Beverage Distribution
 - Speed Serve
 - Programs
 - TV Compound
 - Scoring & IDS

- Concessions

Post-Tournament Duties:

- 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 Stringers with shipping of equipment.
- Prepare outbound shipment for title sponsor, USTA, ATP, WTA, and major sponsors.
- Secure all equipment and supplies.
- Inventory assigned areas.
 - Move remaining items to winter time locations
- Retrieve all non-permanent locks and inventory them.
 - Work with public space intern to keep locks documented and updated.
- Complete assigned post-tournament projects, (storerooms, equipment winterization, etc.).
- Make recommendations to improve the position and the tournament from year to year.
- Final report detailing specifics of the internship and future recommendations.