



Field Service Job Description

Position:

Facilities and Operations Dispatch Intern

Position Overview:

This position will respond to and coordinate all incoming Facilities/Operations requests and direct individuals to the appropriate resource or satisfy the request immediately.

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 16th and run through August 19th. 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 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 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
- Learn names, titles, and responsibilities of all parties working on site and establish a working relationship with those individuals
- Manage log of equipment borrowed from Operations Office daily
- Learn and manage Keywatcher Software for key borrowing.
 - Create users and train end users in operation of the Keywatcher Cabinet
 - Monitor software for keys not returned and report to management
 - Troubleshoot key issues and make recommendations
- Collect operational documents and create display materials for the operations dispatch desk.
 - Large Site Map
 - Suite Chart
 - Tent Chart
 - Forehand Volley
 - Aerial photos
 - Special Events Calendar
 - Parking Map
 - Telephone directory

- Create forms necessary for daily operations
 - Radio sign out forms
 - Equipment / Tool Logs
 - Hardware purchase list
- Assist volunteers and chairpersons in preparing their areas for the tournaments.

Tournament Duties:

- Serve as the first responder to the wide variety of requests that are made to the Facilities/Operations Office.
- Manage the Facilities/Operations Office and serve as liaison to this area.
- Think critically and make decisions with a high level of autonomy based on what you believe to be the best course of action.
- Maintain a detailed log of all communication, requests, rentals, repairs, etc and follow up with groups to ensure that all needs are met.
- Process systems for key sign in/out, equipment usage logs, intern dining, laundry procedures, etc.
- Work closely with contractors on site to provide clear communication and efficient response times to all areas of the tournament.
- Monitor and coordinate the needs of all on-court interns and assign tasks to available team members.
- Assemble a comprehensive picture inventory including all details of all parts of the tournament site.
- Assign tasks to available interns to provide the best service for our patrons.
- Assist with sign in/out of radios and troubleshooting as needed.
- Monitor calls on Security Channel
 - Record all calls and assign a severity level to each
 - Relay information on calls of severity level one or two to management
 - Follow up with Security calls shortly after to ensure that the conflict is resolved.
- Finalize a report of all security calls.
 - Highlight any outstanding issues to be resolved.
 - Forward this report to management at the end of your shift.
- Assist other facilities interns in preparing their areas.
- Complete checklists for player security and public space interns.
- Provide the highest-level customer service to everyone calling or coming into the Facility Operations Office
- Finalize a report of all calls to the Facility Operations Office
 - Highlight any outstanding issues to be resolved.
 - Forward this report to management at the end of your shift.
- Support coworkers in the cleaning of match courts each night.
- Participate in group projects as directed by the Director of Facilities.
- Photograph assigned areas for documentation purposes.
- Assist in the completion of quality control surveys.
- Complete a final report outlining the specifics of your duties and any support documents.

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/accommodations or other funding is not available.

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