



## Field Service Job Description

### **Position:**

Facilities and Operations Intern for Hospitality and Grounds

### **Position Overview:**

This position will work with the Sponsor Hospitality Committee Chairpeople to ensure that the needs are met for all sponsor groups hosting events during the tournament as well as managing the tournament grounds upkeep.

### **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 16<sup>th</sup> and run through August 19<sup>th</sup>. Start and end dates can be extended 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
- Contact vendors for setup of banners, audio/visual needs, tables and chairs, etc.
- Assist volunteers and chairpersons in preparing their areas for the tournaments.
- Study hospitality documents in preparation for the tournament.
  - Suite Chart
  - Tent Chart
  - Party CAD layouts for hospitality tents and special events
  - AV Request forms

- Special Events Calendar
- Special Events Logistics Forms
- Participate in Audio Visual equipment training

### **Tournament Duties:**

- Coordinate planning with Sponsor Hospitality Committee, Sponsor representatives, Grounds and Communication Intern, Facilities/Operations office, and other various groups working together.
- Cater to the needs and act as a facility host to sponsors hosting corporate events.
- Work closely with tent supplier, Sponsor Hospitality Chair Persons, food caterer, electricians, air conditioning provider, audio/visual provider, etc. to ensure that all events operate seamlessly.
- Anticipate event needs and schedule accordingly.
- Assist Communications and Grounds intern with TV placements on site
- Set-up and test all AV equipment as needed for hospitalities and special events.
- Work with Logistics intern to stock hospitality tents with sponsor products and programs as needed.
- Report to Grounds and Communication full-time intern for daily instructions.
- Monitor temperatures inside tents and make changes as needed.
- Participate in completing checklists for player security and public space interns.
- Support coworkers in the cleaning of match courts each night.
- Participate in group projects as directed by Management.
- Assist volunteers and chairpersons in preparing their areas for the tournaments.
- Document the tent set-up for all special events and sponsor functions
  - Take pictures of final set-ups
  - Red-line Party CAD drawings to indicate changes and additions
- 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.
- 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](http://Teamworkonline.com). For additional information or questions concerning the position please contact the Assistant Facility Manager, Christian Flory at [cflory@cincytennis.com](mailto:cflory@cincytennis.com)*