



## Job Description

### **Position:**

Facilities and Operations Intern for Communications and Grounds

### **Position Overview:**

Responsible for preparing the Communications Areas and Grounds of the site for the tournaments and supporting assigned groups and committees during tournaments.

### **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 2 Field Service interns for Sponsor Hospitality as well as various assigned committees and tournament functions.

### **Pre-Tournament Duties:**

- Assist the Telecommunications Manager with any cabling projects.
  - Pulling cable and fiber.
  - Testing connections.
  - Labeling lines and extensions.
- Work with the Public Space Intern to manage the leaf removal project for the site.
- Develop and implement a comprehensive plan to prepare and maintain the horticultural areas of the facility.
  - Prepare the horticultural areas for the committee's setup date.
  - Support the landscaping contractors and tournament horticulture committee.
  - Install hoses for use by horticulture committee.
  - Maintain and install all watering equipment
  - Manage the horticultural areas of the site including weeding and pruning as needed.
- Develop a system to control the communication tools used during the tournaments.
  - Check-in all radio equipment upon delivery and develop inventory tools.
  - Test radios to insure proper channels and frequencies.
  - Write contracts for each group using radios and collect signatures.
  - Work with radio representative to trouble shoot any problems during tournament.
- Train Field Service Interns for Sponsor Hospitality in the following areas:
  - Special events
  - Air conditioning unit operation
  - Microphone and sound systems

- Become familiar with TV locations throughout site and design schedule and implement plan to install all TV's prior to tournament
  - Train other interns in mounting procedures and utilize all available assistance
  - Work with Player Security Intern to accomplish this
  - Ensure that all televisions are properly programed once securely mounted in place
- Install temporary fencing around turf grass in designated areas.
- Install fence panels in the following locations
  - Between food court bar and northern most cooking shelter
  - Between Umpire's Tent and First Aid
  - Between Midwest Tent and court 15
  - Between Midwest Tent and the southernmost cooking shelter
  - Between tents/in front of AC units in Sponsor Hospitality
- Program irrigation system to maintain proper water levels in each zone.
- Manage system for drop off of player vehicles.
- Assist Finance Coordinator with installation of cash registers.
- 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 trainings.
- Attend rental equipment operation workshops on site.

### **Tournament Duties:**

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

- Issue radios and control radio inventory.
- Provide trouble-shooting service to all radio users as needed
- Support horticulture volunteers with supplies and equipment needed for weeding and watering.
- Provide service to any malfunctioning televisions and reprogram as needed.
  - Spot check TV locations to proactively find problemed units.
- Maintain horticultural areas and troubleshoot any issues that arise. This includes watering, landscape maintenance, mowing and weeding.
- Adjust irrigation to appropriate times when facility will be closed
- Support and manage the landscaping contractors and the plant suppliers.
- Routinely check and respond to all television related issues.
- Complete assigned daily responsibilities.
- Support, assist, and oversee Sponsor Hospitality Field Service Interns
  - Demonstrate the highest quality customer service to guests in Sponsor Hospitality and assist wherever possible.
- Support assigned volunteer committees:

- Horticulture Committee
- Tournament Access Committee
- Credentials
- Photography Committee
- Telecommunications
- Transportation Committee
- Volunteer Lounge
- Sponsor Hospitality
- Suite Hospitality
- Hawkeye
- IT Provider
- Ticket Office
- Tournament Scoring and Video wall provider
- Provide oversight and work with the Sponsor Hospitality Field Service Interns on the following special events:
  - Draw Party
  - Kids Day
  - High School Day
  - Sponsor hospitality events
- Support assigned contractors, exhibitors, sponsors or tournament officials:
  - Telecommunications Manager
  - Catering Contractors
    - Establish working relationship and check in daily with concessions vendor.
  - Concessions and Bars Contractors

**Post-Tournament Duties:**

- Retrieve all radio equipment.
  - Check returns against radio contracts.
  - Ship radios back to contractor.
- Expeditiously remove TV's and store in secure location
- Assist Finance Coordinator with collection, organization, and shipment of rental computers.
- Adjust irrigation to post tournament settings
- Inventory assigned areas.
- Complete assigned post-tournament projects, (storerooms, equipment winterization, etc.).
- Make recommendations to improve the position and the tournament from year to year.
- Complete your Final Report detailing specifics of the internship and future recommendations.