



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 single-handedly satisfy the request on the spot. This intern will serve as the facilities office manager while maintaining order and accountability to all operational processes.

Position Objectives:

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

Supervisory Responsibilities:

Oversee, train, schedule, and coach team of 3-4 Field Service Interns on the Operations Dispatch Team.

Pre-Tournament Duties:

- Assist in organizing/upkeep of storage rooms
- 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
- Attend morning meetings and present progress reports.
- Participate in on-site and off-site volunteer projects as directed by the Director of Facilities, (Volunteer Party, Ballperson Try-outs, etc.).
- 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.
 - Organize existing keys
 - Order new keys/key cores
- 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
- Phone Directory
- Radio Channel Guide
- Create forms necessary for daily operations
 - Radio sign out forms
 - Equipment / Tool Logs
 - Hardware purchase list
- Train group of 3-4 Field Service Interns to assist in Operations Dispatch throughout the tournament.
 - Create training tools, exercises, tests, and agendas to ensure competencies.
 - Instruct interns in usage of software and technological items
 - Conduct a test of policies, capabilities, skill, and relevant knowledge prior to tournament start.
- Assist volunteers and chairpersons in preparing their areas for the tournaments.
- Assist Player Security Intern with windscreen project
- Assist in preparing the facility through the following projects:
 - 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

Tournament Duties:

- Serve as the first responder to the wide variety of requests that are made to the Facilities/Operations Office.
- Answer all radio calls for “Operations” or unanswered calls to any individual on the operations channel.
- Manage the Facilities/Operations Office and serve as the liaison to this area.
- Greet everyone who enters the Facilities office and attempt to resolve any issues
- 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 online log of all communication, requests, rentals, repairs, etc. and follow up with requestors to ensure that all needs are met.
- Accountably process systems for:
 - key sign in/out
 - equipment usage
 - intern dining, tickets, uniforms, etc.

- laundry procedures
- 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.
- Manage process of photograph collection with other interns
 - Assign areas to be photographed and clearly instruct interns in the photograph requirements
 - Organize and document incoming photographs for later arrangement in final product
 - Ensure that all assigned areas are photographed in a comprehensive manner.
- Delegate 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 nightly 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.
- Assist in the completion of quality control surveys.

Post-Tournament Duties:

- Manage usage of rental vehicles and tools throughout breakdown process
- Provide high-quality customer service to all who enter/exit the office
- Collect keys and radios for all groups leaving the site
- Implement final collection and organization of all tournament photos
 - Assemble photos into an intuitive report for quick reference in future years.
 - Clearly label and document all photos in specific areas and categories
- Assist other Facilities interns with their closing and winterization processes
- 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.