



## Job Description

### **Position:**

Facilities and Operations Intern for Player Security, Quality Control and Assessment

### **Position Overview:**

Provides security for players in the Paul Flory Player Center. Collects data to ensure high levels of performance are maintained and supports assigned groups and committees during tournament.

### **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 team of 25 Field Service Interns on the Player Security team.

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

- Train group of Field Service Interns to assist in player security throughout tournament site.
  - Create training tools, exercises, tests, and agendas to ensure competencies.
  - Work with Player Security Manager to ensure consistent training.
  - Develop transportation routes and train Field Service interns in acceptable cart driving practices.
  - Conduct a test of policies, capabilities, and skill prior to tournament start
- Update, amend, create and maintain all player security documents.
- Update, amend, create and maintain quality control assessment tools for access points in the Paul Flory Player Center.
- Conduct inspections and repairs of all seating around courts.
- Assist Courts Interns with pressure washing of stadiums.
- Manage and direct painting contractors on site.
- Oversee furniture layout and installation in the Umpires' Tent.
  - Work with professional staff to confirm proper layout
- Order/replace/update fence vinyl in assigned areas.
- Assemble the Information Booth prior to the committee arrival.
- Work with Communications and Grounds Intern on installation of flat screen television sets around tournament site.
- Set up Stringers' tent prior to their arrival.
- Update and amend Access Scanning committee training presentation
- Document tasks and procedures for final report

**Tournament Duties:**

- Supervise and direct all aspects of PFPC Field Service security interns.
- Support and train security escort Field Service interns.
- Supervise, monitor and respond to all player security needs.
- Work with PFPC contracted security personnel
- Manage security and administration of autograph sessions.
- Administer shipping and receiving of player laundry and towels twice daily.
- Attend twice daily security meetings
  - Implement any security related plans
  - Make recommendations based upon experiences and thoughts.
- Spot check to maintain high levels of appearance, safety and customer service.
- Provide “on the spot” conflict resolution as unique safety concerns arise.
- Work closely with Marshals to ensure smooth transition in shared responsibility areas.
- Support Racket Stringers
- Support CCTV team in house
- Document experiences for final report

**Post-Tournament Duties:**

- Secure all televisions in lockable spaces immediately after tournament.
- Remove and secure all interior parts of Information Booth and Umpires’ Tent
- Retrieve all laundry/towels and organize storage room.
- Assist Stringers with shipping of equipment
- Perform other closing tasks as needed.
- Submit final report