



Job Description

Position:

Facilities and Operations Intern for Public Space and Security.

Position Overview:

This position is responsible for preparing the Public Space of the site for the tournaments and assisting the Director of Facilities in managing the security of the events.

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.

- Train to work with assigned committees
- Controls of rental equipment
- Painting parking lines
- Re-organization of sponsor furniture
- Survey site preparedness and cleanliness

Pre-Tournament Duties:

- Develop and implement a comprehensive plan to prepare the public areas of the facility.
 - Work with the Grounds Intern to manage the leaf removal project for the site.
 - Create Gantt Charts to map out progress and present it to the team weekly in the morning meetings.
 - Inventory and order ecology supplies.
 - Work with ecology vendor to establish pars.
 - Order all ecology supplies as needed by working with our ecology provider.
 - Inspect public areas and recommend improvements.
 - Install usher chains for crowd control.
- Assist in the training and management of Field Service interns.
 - This is a supervisory role that give intern real world management experience by allowing them to teach and train others in a fast-past environment.
 - Create and provide training materials for Field Service interns.
 - Conduct practice runs prior to the tournament.
- Create and maintain a database for the control of padlocks throughout the facility.
 - Keep accurate records of lock locations and combinations.
 - Provide combo information to interns via pocket size cards.

- Install new padlocks as needed and change combinations periodically to keep the integrity of the site.
- Update road sign lists and interface with Warren County Engineers and ODOT.
 - Organize and label signs for installation.
 - Inspect installations and effectiveness of way finding.
 - Recommend any changes for next year.
- Paint the exterior of the stadiums south and west sides.
 - Identify painting needs and decide whether to do in house or contract
 - Touch-up of all white areas that patrons can see.
- Prepare parking areas for the tournaments.
 - Paint parking lines on golf courses and lots
 - Place generator lights in parking areas.
 - Manage the placement of parking signs.
 - Photograph and record above placements and make suggestions for next year.
- Work with Logistics intern on controls of rental equipment.
 - Develop working relationship with rental equipment provider.
 - Receive equipment from the rental company by communicating with our vendor on dates for delivery.
 - Take pictures from all sides.
 - Record any damage.
 - Sign out equipment to assigned individuals or groups.
(Vendors/Contractors/Volunteers)
- Create cleanliness and traffic inspection checklists for public spaces:
 - Restroom checklists
 - Food Court
 - Foot Traffic
 - Parking lots
 - Traffic control
 - Ecology
- Manage bird repellent system
 - Ensure that all systems are running properly at the start of the season.
 - Remove all bird nesting debris.
 - Shut down all systems prior to the tournament beginning.
- Inventory fire extinguishers and perform annual replenishment with service provider. This entails walking around with the service provider to place extinguishers and making recommendations for other areas that need them.
- Participate in Security Training with marshals, security vendors, Player Security Manager and Mason Police Department.
- Implement above plans using time management skills and maximizing resources.
- Attend morning meetings and present progress reports.
- Document tasks and procedures for final report.
 - Maintain a daily log using Microsoft Word to note what you did each day.
- Assist other facilities interns in preparing their areas.
- Participate in group projects as directed by the Director of Facilities or Assistant Facility Manager.

- Participate in on-site and off-site volunteer projects as directed by the Director of Facilities or Assistant Facility Manager (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 required safety trainings and equipment operation workshops.

Tournament Duties:

Complete the following duties during the men's and women's tennis tournament.

- Walk all public areas daily and ensure proper presentation.
 - Check that all areas are clean.
 - Remove all large debris.
 - Communicate with vendors on any presentation issues.
 - Report cleanliness issues frequently throughout the day to cleaning contractor.
 - Complete cleanliness checklists in all areas.
- Attend twice daily security meetings.
 - Lead meeting in the absence of the Director of Facilities.
 - Implement any security related plans.
 - Make recommendations based upon what you see and hear on the grounds.
 - Work with Mason PD and follow up on any concerns.
- Assist Marketing Manager and Tournament Director with autograph signings.
 - Coordinate player security, by determining the safest route to signings.
 - Place Field Service interns in correct positions to keep appropriate distance of fans and player interactions.
- Spot check all areas for safety and / or security concerns.
 - Implement "secret shopper" plans to test security systems.
 - Complete cleanliness checklists in all areas.
 - Inspect gates and fence line for security breaches.
 - Scan for trip hazards near gates and densely populated areas.
 - Identify areas of high risk and mitigate exposure.
- Document all signage on tournament grounds and parking areas.
 - Photograph and record above placements and make suggestions for next year.
- Electronically document foot traffic patterns inside the tournament grounds.
- Manage the court drying process on your assigned court in the event of rain.
- Complete assigned daily responsibilities.
- Support assigned volunteer committees and vendors:
 - 1899 Room
 - Information Booth
 - Lost and Found
 - Racquet Club Restaurant
 - Racquet Club Lounge
 - Rhinegeist Lounge
 - Admin Office
 - Volunteer Office

- Finance
- Ushers
- Parking
- Ballkids
- Electricians
- Ecology
- Emergency Medical
- First Aid

Post-Tournament Duties:

- Secure all equipment and supplies.
- Assist Logistics interns with returning rental equipment.
- Retrieve portable light towers and consolidate in single location for pickup.
- Inventory assigned areas.
- Analyze vehicular and foot traffic data and make recommendations based upon trends and observations
- Identify nesting locations and install additional bird repellent devices as needed.
- Create a plan to retrieve all non-permanent locks and inventory them on an excel spreadsheet.
- Complete assigned post-tournament projects, (storerooms, equipment winterization, etc.).
- Make recommendations to improve the position and the tournament from year to year.
- Final report detailing specifics of the internship and future recommendations.