



2019 Credentials Intern

Job Description

Position: Credentials Intern

Position Overview:

Responsible for preparing & printing credential badges, which grant access to the tournament grounds. Assist the Credential Manager in updating the credential system as vendors and guests register for the upcoming events. Troubleshooting problems with access control scanning devices.

Position Objectives:

To create credentials through proper maintenance of the credential database and provide outstanding service to every non-ticket buyer visiting our tournaments.

Pre-Tournament Duties:

- Develop reports lists of individuals that received credentials in prior year and distribute to staff members. They will provide direction on how to proceed for current year for each individual or company.
- Communicate with primary contacts of vendors, sponsors, and exhibitors, providing directions on how to apply for credentials for this year's event.
- Assist Volunteer Interns in updating credential database as on-line volunteer registrations are returned.
- Maintain on-line operations credential application system, which includes distributing lists of applications to staff members for approval, importing photos into Credential database, and updating applications in the on-line system which then creates an email correspondence to the applicant.
- Import approved credential applications from the on-line media credential application system into the credential database.
- Review all player records to ensure we have the most recent photo on file. Import any new photos received from the ATP and WTA.
- Set up and test all credential equipment, including laptops, badge printers and web cams.
- Answer telephone and take ticket orders.
- Document tasks and procedures for final report.
- Assist other interns or staff members as requested.

Tournament Duties:

Complete the following duties during the tennis tournament.

- Setup credential office at tournament site.
- Retest all equipment to make sure it is working properly.
- Thoroughly clean all printers and this is critical to a smooth operation.
- Organize Volunteer credentials by committee and then by name and provide to Volunteer Director for packet preparation. Prepare other reports as requested.
- Take photos and issue approved credentials during the Volunteer Party and every day through the tournaments.
- Obtain schedules from food court vendors and exhibitors before creating their hard badges. Work with Special Events Intern to obtain schedules.
- Create and print day passes for ecology, concessionaires, and catering groups.
- Create master reports used for distribution of credentials on-site.
- Maintain player, player coach, player trainer, and player guest accounts to ensure cross-tying is accomplished.
- Generate reports from Player Dining system, recording name, date, and time of scan for meals in Player Dining.
- Generate Player Gift report to ensure each player has received their gift.
- Load daily attendance from Access Manager and import into Credentials

Post-Tournament Duties:

- Secure all credential equipment and supplies.
- Inventory unused items.
- Prepare all scan reports and gate scan reports.
- Make recommendations to improve the position and the tournament from year to year.
- Final report detailing specifics of the internship and future recommendations.