



2019 VOLUNTEER / SPECIAL EVENTS INTERN

Job Description

Position:

Volunteer Assistant – Special Events Intern

Reports to:

Director of Volunteers & Intern Services

Qualifications:

- Seeking strong communicator – both written and oral
- Strong organizational skills
- Must have excellent computer skills – comfortable working with excel worksheets
- Must be able to work with all personality types and ages of individuals
- Must have excellent problem resolution skills
- Must be able to multitask and work independently
- Must be willing to roll up your sleeves and work to do whatever it takes to get the job done.

Position Overview:

This late spring/summer internship provides you with the opportunity to work for one of the largest and prestigious professional tennis tournaments in the world. This is a chance to learn the inner workings of this event and to view the tournament from numerous areas through the 34 different volunteer committees and special events that you will work with.

This internship is one of a customer service specialist and requires the ability to communicate with all types of personalities and ages of volunteers as well as sponsors of various special events. The successful candidate will need to show initiative, be able to assess situations, be creative in developing solutions and follow through to completion. This candidate must always be positive in their approach to motivate and support the tournament's volunteer team (1400) and to provide the patrons at our event with the best possible experience.

Internship Duties (May include but not limited to the following):

- Assist with the planning and execution of several special events (i.e. Kid's Day, High School Day, VIP, Pro Am events...) during the tournament.
- Assist with the planning, communication and execution of ballkid tryouts.
- Learn the volunteer registration system (Trust Event Solutions) and help with the registration process and committee assignments for over 1400 volunteers.
- Provide prompt and clear communication with potential and past volunteers.
- Coordinate and communicate with the Chairpersons for 34 volunteer committees.
- All interns assist with the answering of phones at the downtown tournament office and take ticket orders.

- Help with the set-up of the Volunteer Office at the tournament site.
- Help train the field service intern that start in mid-July.
- Staff the Volunteer Office during the event.
- Assist in preparing materials for volunteer use during the tournament.
- Help to receive and organize uniform apparel. Work to set up and maintain uniform inventory controls.
- Help with the assembly of the volunteer uniform packets.
- Gather information and prepare the Volunteer Benefit Level binder and monitor awards earned by volunteers.
- Assist with the planning and execution of the Volunteer Party (credential and uniform distribution to over 800 volunteers). Help to train those working this event (other tournament interns and volunteers).
- Manage and post daily communications in the Volunteer Lounge during the tournament.
- Set up and manage the daily volunteer raffle.
- Pull various volunteer reports through Archtics and Trust Event Solutions (volunteer systems).
- Assist with the scheduling process for the Usher, Food & Beverage and Ballperson Committees (3 of our largest volunteer groups). You will be the primary point of contact for these committees during the tournament.
- Update facility checklists for all volunteer groups for 2019.
- Patience and a pleasant speaking voice to accept phone calls and while working with volunteers on site during the tournament.
- Assist with other projects as requested by your supervisor.
- Willingness, with a smile, to do whatever it takes to run the very best sporting event possible.

Post Tournament Duties:

- Close, inventory and clean Volunteer Office.
- Prepare final report, and post tournament reports as needed.