

2020 Volunteer Committees / Chairperson

Committee	Description	Requirements	New Vol. Availability	Chairperson(s)	Avg. Shift Length	Status
Access - Scanning	Access - Scanning volunteers are the first point of contact for patrons as they enter the grounds. They scan all tickets, view all credentials at each entrance and share information on the events of the day.	Requires standing and being comfortable with electronics, as you will be required to operate a scanner (training will be provided). Excellent customer service skills needed.	Excellent Availability for new volunteers	TBD	6-7 hours	Open
Ambassadors	This committee will act as roving information centers providing assistance to patrons. They will serve as official greeters inside the grounds, providing information and direction as needed. They will be knowledgeable of the tournament app and it's use and help to educate the patrons. They will be flexible and willing to assist the tournament in any way needed. They will proactively engage the patrons looking to provide exception customer service.	Must have at least 2 years previous experience volunteering at the tournament and recommendation of their previous chairperson. Personable and passionate about the event. They must be resourceful and willing to work independently. They must be physically fit and able to be on their feet 6-7 hours walking and standing. They must be able to attend a training session prior to the start of the tournament. Must be at least 20 years of age. Contact mconner@cincytennis.com if interested in this committee.	Knowledge of the tournament a must. Interested parties should contact Mary Conner at tournament office.	Stephanie Janssen & Kathy Sparks	8 Hours	Closed
Ballpersons	Ballpersons play a very important role in the overall operation of each match. Their primary job is to retrieve balls when they are out of play. Additionally, they will tend to the needs of the player(s) during their match.	Must be 12 years old by August 1, 2020 and available the first 5 days of the tournament, August 15-19, 2020 in order to try out. Ideal applicants have good hand-eye coordination, quick movement, knowledge of tennis scoring and can focus on the court. All NEW & 2nd year applicants must attend one of the tryout sessions (2 days) to be considered. Training/Tryout dates for the 2020 tournament are: Sessions 1 - May 16 & 17, Session 2 - June 13 & 14. Tryouts held at Lindner Family Tennis Center (tournament site).	New and 2nd year volunteers must attend one of the training/tryout sessions (2 days).	Jan Arenstein	7 hours (depends on the length of matches)	Open
Ballpersons Lounge Monitors	Ballpersons Lounge Monitors are adults that assist with the operations of the Ballpersons Lounge. They help with court assignments, organize the Lounge, control supplies, etc. They may also be assigned as on-court "monitors", to serve as the point of contact for the ballpersons while they are on court.	Must be mature and possess the ability to work in a fast paced environment. Must enjoy working with children of all ages. Approval by the Chairperson of the committee is mandatory.	Most volunteers on this committee are drawn from the pool of parents of present or past ballkids	Jan Arenstein	6.5 hours	Closed
Call Center (formerly - Telecommunications)	The Call Center committee is the first line of communication for ALL calls that come into the tournament. Volunteers answer the phones and transfer callers to the appropriate extension. They provide general information, driving directions, tournament schedules, special events occurring around the grounds, etc.	This position requires volunteers who possess a clear, pleasant speaking voice, and good customer service skills. Knowledge of the tournament helpful.	Limited availability for new volunteers	Annie Blaisdell & Wanda Taylor	6 hours	Open

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Credentials	Credential volunteers create and distribute access passes & badges to those entering tournament grounds. Volunteers take photos, create credential badges, generate day passes and check ID's. There are two credential locations that always need to be staffed during the tournament: the main credentials building and the satellite location. Volunteers may be assigned to either location, or in rare instances may be asked to staff each location at different times during one shift. The committee may be asked to assist with troubleshooting scanner problems as well as assist in player dining when problems arise with the use of credential/dining cards.	Must be at least 18 years of age. If you enjoy a fast-paced environment and have excellent people skills, you'll love this committee. The ability to stay calm and work well under pressure is essential. Competent computer skills are required.	Availability for new volunteers	Joan Keating & Peggy McManus	6.5 hours	Open
Exercise Facility	Exercise Facility volunteers serve as the attendants for the Players Exercise Room. They make sure the area is stocked with towels and water. They maintain the cleanliness of the area and assist players with special requests.	This area can be staffed with either male or female volunteers. Must be at least 18 years of age. An ideal volunteer for this committee would be someone that can work independently and be professional at all times.	Limited availability for new volunteers	Cathy Thomas	6 hours	Closed
Finance	The finance committee is responsible for all cash operations during the tournament which includes but is not limited to: counting money, preparing deposits, making change for vendors, reconciliation of tickets sold to cash received, collecting receipts from vendors, etc.	Basic knowledge of money in, money out is beneficial. A bank teller is ideal for this position. Must be 18 years of age and comfortable with working with money. References required. Please send inquiry to mconner@cincytennis.com	Limited availability for new volunteers	Leslie Erion & Artie Belschner	7 hours	Closed
Food & Beverage Distribution	Food & Beverage Distribution is responsible for delivering, distributing and continually replenishing all food and drink items to specified areas of the tournament. Volunteers will deliver cases of water, PowerAde, soft drinks, fruit, snacks and more to locations including the player lounge, photography room, press box, volunteer & ballperson lounge, umpires lounge and TV compound.	This position requires the ability to communicate clearly on a two-way radio. This committee does require you to bend and lift heavy items to replenish snacks and drink areas. This committee is good for mature high school and college age volunteers. Must remain professional at all times. Adults welcome.	Good availability for new volunteers	Brian Vass & Melinda Doehrman	5 hours	Open
Horticulture	The Horticulture Committee is responsible for the beautification of the tournament grounds. Responsibilities include unloading, distributing, planting and maintaining plants.	This position does require bending and lifting. Most shifts require the potential to "get dirty", work in the sun, and may require heavy lifting.	Very limited availability for new volunteers	Kelly Bishop & Sue Metheny	5 hours	Closed
Information Center	The Information Center is the main source of information for all tournament patrons! They answer questions and provide details and updates on the tournament. They serve as the location for lost and found. The Information Center is located inside the main gate as well as a kiosk on the southwest side of the tournament grounds.	This position requires good customer service skills, the ability to communicate with patrons and be a good will ambassador for the tournament. Must be 18 years of age. Knowledge of the tournament is helpful.	Good availability for new volunteers	Corinne Roberts & Geri Sowell	5 hours	Open

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Marshals	The Marshals' Committee is the volunteer security force that maintains security around the perimeter and inside the venue. Their primary responsibility is Player safety, managing crowds and preventing undesirable situations. Marshals goal is to ensure that Players, Patrons and Volunteers have trouble free enjoyment while attending the tournament. They monitor and grant access to restricted areas, provide information and assist tournament officials as needed.	This volunteer position requires a minimum age of 20 years old. Volunteer must have good interpersonal skills, be mature, alert, and, possess the ability to vocalize direction. You must be in good physical condition. Experience as a police officer or military police is helpful but not mandatory. Marshals work in conjunction with the Mason Police Department and tournament operations. Volunteers are required to work at least 2 shifts by Wednesday 8/19/2020.	Excellent Availability for new volunteers	Ed Barloh, Bob Dietrick, Barb Sferra, and Fred Eck	7-8 hours	Open
Medical RN	The Medical RN Committee works closely with Emergency Medical & First Aid to assist with all first-aid requests and medical emergencies on-site. They also staff the First Aid Center at the event.	Registered Nurses only. They work along with the Emergency Medical physician team.	No new volunteers needed	Denise Bond R. N.	7 hours	Closed
Photography	Photography committee is responsible for capturing all tournament activity in still frames for perfect memories! They take pictures of the activities of the event, based upon a pre-determined list of items at the request of the Tournament staff. Volunteers time is mostly spent taking pictures "off court" (70 %).	Must have own photography equipment to perform this function. Positive attitude and willingness to accept assignments is essential. Minimum shift commitment is 8 shifts. Inquires should be directed to mconner@cincytennis.com .	Limited availability for new volunteers.	Tony Wagner, Charlie Baglan	7.5 hours	Open
Player Escort	This committee acts as the escort for players selected for drug testing. The participants will be stationed on court during the match of the player selected for drug testing. Volunteer stay with the player from the end of the match until they report to the designated testing area. This committee has limited availability and requires a signed confidentiality agreement.	Must be 18 years of age, both male and female volunteers are needed. The ability to stay calm and professional around professional athletes is a must. You must be able to withstand long periods of time in the sun. Knowledge of tennis and the rules of tennis is necessary. Volunteers must be flexible with their schedule and be able to stay throughout the day and into the evening as needed.	No new volunteers needed	Dan Nelson	8 hours	Closed
Player Locker Room - Men's	Player Locker Room volunteers serve as locker room attendants just prior to and during the Tournament. They assist players with all locker room needs, keep the area stocked with necessary items and maintain an organized and clean space. They are responsible for keeping an inventory of clean & dirty towels, assigning lockers on a daily basis, supporting the training room as needed, and assist with special player requests.	Must be a male, at least 16 years old and willing to work hard. Volunteers must be professional at all times. This is a great position for mature high school & college students. Volunteers in this area must complete two online educational trainings and a background screening prior to the event.	Very limited availability for new volunteers. Contact the volunteer office.	Ethan Arenstein & Kreg Kennedy	7 hours	Closed
Player Locker Room - Women's	Player Locker Room volunteers serve as locker room attendants just prior to and during the Tournament. They assist players with all locker room needs, keep the area stocked with necessary items and maintain an organized and clean space. They are responsible for keeping an inventory of clean & dirty towels, assigning lockers on a daily basis, supporting the training room as needed, and assist with special player requests. This committee also oversees the Coaches Locker Room.	Must be a female, at least 16 years old and willing to work hard. Volunteers must be professional at all times. This is a great position for mature high school & college students. References are required. Volunteers in this area must complete two online educational trainings and a background screening prior to the event.	Very limited availability for new volunteers. Contact the tournament office.	Cathy Thomas	6 hours	Closed

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Player Services	The Player Services committee manages the Player Lounge and serve as the main point of contact for players during the tournament and throughout their stay in Cincinnati. They perform a variety of tasks, while maintaining the Player Lounge area to keep it comfortable and accommodating to the players and their guests/families. They book all practice courts for players and also serve as a concierge, providing players information and tickets for local attractions, restaurants, etc.	Must be at least 21 years of age, mature, and possess good customer service skills. Bilingual or multi-lingual is a plus! Ability to work in contact with professional athletes without being "star-struck" and maintain a calm demeanor under stressful situations is essential. References are required. Volunteers in this area must complete two online educational trainings and a background screening prior to the event.	Extremely limited availability for new volunteers.	Gina Lower, Stephanie Belschner, Jenny Gardner	6 hours	Closed
Programs - Ice Stations	The Program Committee volunteers are responsible for distributing/delivering programs and daily draw sheets to appropriate points of sale, and other areas around the venue. They are also responsible for organizing and supervising the group of volunteers who sell the programs, and are responsible for collecting cash periodically from point of sale locations.	Must be comfortable dealing with financial transactions, requires standing for long periods of time, and be willing to serve the public with excellent customer service skills.	Limited availability for new volunteers	Claire Janssen	5 hours	Closed
Public Relations	The Public Relations Committee main functions are to staff the Press Box, support the media in attendance, prepare the daily draw sheet, release match results to media outlets, and serve as the main point of contact for the worldwide media. They are also responsible for setting up the interview rooms and providing interview transcripts to the media.	Must be comfortable dealing with the press. Requires good customer service skills and the ability to remain professional at all times. Must be 18 years of age or older. College students welcomed.	Limited availability for new volunteers. Contact Mary Conner at the tournament office.	Sharon Meese, Jenn & Mike Leichman	5.5 hours	Closed
Racquet Club	The Racquet Club is an open air private lounge area for box seat ticket holders. The committee is responsible for maintaining control of all access points, keeping the area clean and tidy.	Racquet Club volunteers must be personable with good customer service skills. Heavy lifting is required (up to 40 lbs.) for large bags of ice and water jugs.	Availability for new volunteers	Jean MacMillan, Mary Yu and Charlie Yu	6 hours	Open
Scoring	The scoring committee does more than just keep score! Volunteers are required to score the match on two computers, one for match statistics and one for speed of serve and rally count of each stroke. The committee keeps score on Center Court, Grandstand and Stadium 3.	Volunteers must be familiar with the game of tennis, how to keep score, and have excellent computer skills. The ability to work under pressure in a fast pace environment is a must. All new volunteers are required to attend at least one training session the first Saturday or Sunday of the tournament, August 15 or 16 (qualifiers). Must submit tennis knowledge and computer background on the application (comment section).	Limited availability for new volunteers - must be available August 15-20. Ability to do evening shifts a plus. New volunteers not used finals weekend.	Maxine Hoyles-Yates	7.5 hours	Open
Sponsor Hospitality	The Sponsor Hospitality Committee is the main point of contact for the sponsor hospitality tents. They are the gatekeepers of the area and check for tent passes to allow access to this area and assist with troubleshooting sponsor requests. They also act as the liaison between the sponsors and the caterer.	Must be friendly and possess excellent customer service skills. Must remain calm and professional at all times.	Limited availability for new volunteers. Contact the tournament office.	Mary Wright	6.5 hours	Closed
Suite Hospitality	The Suite Hospitality committee serves as the gatekeepers for the suites areas. They check for appropriate passes and allow or deny access to the suites. They troubleshoot as needed, and check in on all suites and their guests. They verify that all food and drinks are stocked and notify appropriate parties/committee when something needs attention. They also assist with directing customers to the appropriate suite.	Volunteer must be friendly and possess good customer service skills. This committee has multiple posts in various areas of the tournament site some of which require you to be in the sun. You must be able to work all the different positions. Must be at least 15 years of age. Good committee for responsible High School Students.	Excellent availability for new volunteers.	Nancy Crull, Janelle Konchar & Katie Klain	4.5 hours	Open

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Ticket Office	The Ticket Office committee is responsible for answering the phones and taking ticket orders, staffing will-call and selling tickets at the walk-up windows.	This position requires volunteers who possess excellent customer service skills, pleasant speaking voice and basic computer skills. Volunteers must be comfortable dealing with financial transactions. Minimum age requirement is 18. This position is performed in a fast-paced environment and requires one to be very detail oriented. Training is required for a half day approximately one week prior to the event; this is required for all members of the committee to attend.	No new volunteers needed	William Devine	8 hours	Closed
Ticketing Information (Formerly Future Tickets)	This committee helps promotes the sale of tickets for the current Tournament and provides patrons with information on series ticket packages and single session ticket sales. The committee facilitates & accepts new series inquiries for the following season.	Must be comfortable interacting with patrons, and have excellent customer service skills.	Very limited availability for new volunteers	Sharon Hall & James Minor	5 hours	Closed
Transportation - Airport Greeters	The airport greeter volunteers are stationed in the baggage claim area at the airports. They help to monitor the arrival of tournament passengers as well as greet and provide instructions where the parties are to meet their tournament provided transportation.	Airport greeters must be at least 16 years of age. Volunteers must be mature, follow directions and possess the ability to remain professional at all times.	Good availability for new volunteers	John & Teala McQuilkin, Beth Edwards, Jack Young, Shari O'Maley, Deb Costner	6 hours	Open
Transportation - Drivers	The Transportation committee is responsible for providing transportation for all players, coaches, guests, staff from the ATP or WTA, VIPs, umpires, media, and others to and from the airports, hotels, and the tournament site as needed. The driver's also continuously run a shuttle service (15 passenger vans) throughout the tournament making scheduled stops at specific hotels for credentialed guests. Tournament vehicles are provided.	Volunteers for driving on this committee must be 25 years of age, have a valid driver's license, and a good driving record. A background check of your driving record will be conducted. Drivers should have good working knowledge of the area and routes to local airports and venues. Volunteers must possess the ability to remain professional at all times.	Excellent Availability for new volunteers	John & Teala McQuilkin, Beth Edwards, Jack Young, Shari O'Maley, Deb Costner	6 hours	Open
Uniforms	The Uniform Committee helps to distribute uniform packets to volunteers, umpire and linesman. They handle exchanges if needed and provide information to new volunteers. This committee starts working the Thursday before the tournament, August 13th and works through Wednesday, August 19th. They maintain control of all uniforms for the Volunteers at the tournament.	Volunteers must have good energy and enjoy working with other volunteers.	Limited availability for new volunteers	Susan Burdick	6 hours	Closed
Ushers	The Ushers committee responsibilities include: checking patrons' tickets, helping patrons find their seats, restricting access based on patron's ticket to a specific area of the stands and controlling entrances using the double roping method at down-gates and prohibiting entrance during play.	Ushers must be at least 16 years (mature) of age and able to work in sun and heat. Ushers must be fluent in English and be flexible and willing to work at all gates as assigned by their committee. Must be able to stand for long periods of time if needed. Volunteers on this committee are required to work at least 3 shifts by end of day Wednesday, August 19th.	Excellent availability for new volunteers	Barb Haintl, Brian Stanford & Jim Eichmann	7 hours	Open
Volunteer Lounge	The Volunteer Lounge committee responsibilities include wiping down tables and replenishing snacks, but not the actual food preparation. The goal of this committee is to provide a clean and inviting area where other volunteers can come to relax during their breaks. This committee has limited access to live tennis and will require seeing it during your breaks only.	Must be able to lift up to 40 lbs. to help replenish snacks and drinks. Will consider a 14-15 year old only if a parent works along side their child. Volunteers are expected to work the entire time of their scheduled shift. If there is a need to arrive late or leave early, you may be asked to work a different shift.	Excellent availability for new volunteers	Julia Eberwine & Janet Lindstedt	6.5 hours	Open

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Volunteer Office	This committee provides coverage and assistance to the Volunteer Office. They will man the volunteer office, answer the phone, distribute volunteer benefits, and assist all volunteer committees as needed. They will assist with placement of new volunteers.	Must be personable, have good computer skills and be able to work independently. Knowledge of the tournament is very helpful. Must enjoy working with a diverse group of individuals.	Limited availability for new volunteers	Pat Fowler & Karen Olberding	6 hours	Closed

Notes:

Closed committees need prior tournament experience and/or recommendation.

Open committees (not highlighted) are best options for new volunteers.