



## **2021 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 33 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 (1375) 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 program 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 33 volunteer committees.
- Help with the set-up of the Volunteer Office at the tournament site.
- Assist in covering the Volunteer Office during the event.

- Assist in preparing materials used for training volunteers.
- Prepare materials needed by volunteer committees for 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 Chairperson and Volunteer 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 Kick-off event (credential and uniform distribution to over 800 volunteers). Help train Interns (from other areas) and Volunteers working the Kick-off event.
- Manage and post daily communications in the Volunteer Lounge during the tournament.
- Set up and manage the daily volunteer raffle.
- Assist with the scheduling process for the Usher and Ballperson Committees (2 of our largest volunteer groups).
- Update facility checklists for all volunteer groups for 2021.
- Assist with other projects as requested by your supervisor.
- Provide a high standard of customer service to patrons and volunteers throughout the tournament week.
- 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.