



2021 Ticket Office Summer Internship (Tournament Week Volunteer) Information

- Description:** Rare internship opportunity to assist in running one of the world's premier tennis events. Each intern is given enormous responsibility which offers great preparation and experience for future endeavors.
- Location:** Tournament site:
5460 Courseview Dr.
Mason, OH 45040
- Dates:** Interns will be asked to work the week of the tournament.

Tournament dates – August 11 - 22, 2021
- Qualifications and Responsibilities:**
- Willingness, with a smile, to do whatever it takes to run the very best tournaments possible.
 - Interns will be trained on Ticketmaster/Archtics software (utilized in many sports venues across the country) and will be responsible for all aspects of tournament patron relations, including accepting and processing patron ticket orders via phone, in person at the ticket sales windows during the event, assist patrons at gate entrances with any ticketing issues, and help coordinate access scanning process at all tournament entrances.
 - The ability to communicate via phone and in person in a professional manner.
 - Basic computer skills
 - Basic accounting skills, as interns are responsible for balancing ticket sales/income each day
- Normal Hours:** During the tournament, the ticket office is open from 8am-9pm each day; with a future sales window inside the gates being open from noon-evening match conclusion (approximately 11pm). Daily 8-10-hour shifts are expected.
- Dress:** The tournament will provide a 2-tournament logo shirt and cap. Interns must provide their own navy, white or khaki shorts, skirt, or slacks to compliment the uniform. Parking in a private lot also included.
- These internships are unpaid.
- Contact:** Laurie Slater Mowchan, Director of Ticketing – lslater@cincytennis.com