



## 2022 COURT MANAGEMENT INTERN

### Job Description

#### **Position:**

Facilities and Operations - Court Management Intern

#### **Position Overview:**

Responsible for preparing the courts for the tournament and supporting staff, contractors, and other groups associated with the courts during tournaments.

#### **Position Objectives:**

To provide outstanding service and tournament facilities for our fans, players, contractors, exhibitors, vendors, sponsors volunteers and staff.

#### **Supervisory Responsibilities:**

Work with team of two other Court Management Interns to supervise and train 25-35 Field Service Interns.

#### **Pre-Tournament Duties:**

- Provide training, instruction, and management to the Courts Interns on the following projects:
  - Managing net changes and net replacements
    - Inspect current nets and posts and recommend new purchases
    - Train staff on replacement methods
      - Create “dry run” scenarios to test staff on procedures
      - Evaluate individual’s competency, assign to courts appropriately and retrain as needed
    - Create contingency plans for each court to ensure that every situation has a premeditated solution
  - Court procedures and layout
    - Create training presentation for on court scenarios
    - Train staff to recognize correct net logos, signage, placement, and court appearance
    - Establish radio protocols for Courts attendants
  - Maintaining court drying / washing equipment
    - Inspect condition of all squeegees and replace as needed
    - Inspect tires, change oil, gas, spark plugs, etc. on all court blowers and replace as needed
    - Make recommendations for new purchases
    - Establish deadline to have all equipment prepared
- Oversee pressure washing project for Center Court, Grandstand, Courts 10 and 3.
  - Schedule weekly shifts to maximize productivity
  - Monitor progress and adjust as needed to ensure that the project is completed by the deadline
  - Communicate with contractors and other groups working on site to establish a plan with the least amount of impact on other groups
  - Perform regular preventative maintenance on machinery to eliminate downtime

- Report weekly to supervisors on progress of project and predictions for completion
- Train full time and Field Service interns on proper washing methods for optimal appearance and safety precautions
- Inspect completed areas to ensure that high standards are maintained
- Maintain inventory of spare parts/equipment to ensure quick replacement and minimal down time
- Re-allocate all court drying equipment between Center, Grandstand, and Courts 3, 4, 7, 8, 10 and 11.
- Manage the preparation of the court boards/mats and chairs.
  - Painting of new and existing court boards
  - Allocation of boards by court
  - Evaluate current boards and cut new boards as needed for chairs, cameras, etc.
- Plan for all on court activities and special events
  - Attend pre event planning meetings
- Evaluate inventory of drink product and recommend quantity for reorder
  - Work with Director of Finance to track and store shipments
  - Work with Logistics intern on receiving and storing product
  - Establish a par for each type and maintain levels throughout
- Support the court resurfacing contractors
  - Evaluate courts most in need of cleaning and adjust schedule accordingly
  - Prepare courts for resurfacing
  - Communicate with contractors to establish a cleaning schedule
  - Assist them with any needs during the resurfacing project
  - Ensure that contractor has all our needs and pertinent dates
  - Assess the measurements on each court before lines are painted
    - Discuss measurements with contractor prior to painting
    - Inspect lines upon completion, report readings to Manager

This position is responsible for the overall training, management, and supervision of the Field Service interns. This person will design and administer all training sessions as well as training tools. This person will create the overall Court Attendant schedule and approve of scheduling requests from Field Service interns. To supplement the training tools, this person will also be responsible for generating checklists for every court. The Courts Intern will be responsible for establishing pars for on court products and monitoring those levels throughout the tournament. The above plans will be carried out using effective time management to maximize resources and identify problem areas. All interns will attend a daily morning meeting with supervisors to deliver progress reports. All tasks, procedures, successes, and challenges should be well documented for the Final Report due at the completion of the internship. Interns will assist each other in separate projects for the greater good of the tournament in addition to completing other projects as assigned by Facility Manager and Director of Facilities. Interns will also assist contractors on site as well as attend Special Events (Ballperson Try-outs, Volunteer Party, etc.). Finally, interns will assess the overall process and make suggestions from the standpoint of the fans, players, and Court Management team.

### **Tournament Duties:**

Complete the following duties during the men's and women's tennis tournaments:

- Coordinate the set-up and operations of all courts for practice and match play with the Courts Interns.
  - Ensure that courts are set up with checklists completed 20 minutes prior to match start time.
  - Conduct a "dry run" of court preparation process no later than Thursday before tournament.
  - Assign courts and duties in the evening for the next day.

- Explain the check lists to Field Service Interns and assist them with their set-up.
- Check with head linesperson and chair umpire to make sure all their needs are met.
- Respond to any requests made by the Tour Supervisors
- Ensure that all courts are staffed during matches.
- Monitor radio use by Court attendants for proper protocol.
- Ensure that all Attendants get breaks.
- Monitor the replenishment of products
- Monitor back stock of products and ensure that pars are maintained.
- Work with Food and Beverage Chairpeople to allocate product to different locations depending on needs
- Manage all on-court activities including Kids Day, High School Day, Trophy Ceremony, etc.
- Alleviate any mechanical or procedural problems on court.
- Supervise court washing at the end of play.
  - Schedule appropriate number of staff for post-match cleaning and allocate individuals for optimal time management.
  - Work daily with management to determine court washing needs
  - Maintain time and appearance expectations
  - Engage all members of team to work efficiently and maintain high morale, chemistry, and a positive attitude through difficult periods.
  - Allocate the proper equipment for washing.
  - Train staff and volunteers on proper washing procedure.
  - Ensure that all courts are left in clean semi-dry condition.
- Schedule and implement all net changes
  - Research proper parts and locations for each court and have emergency plans formulated
  - Monitor every net change and be prepared to assist as needed
- Manage all on-court maintenance and operations
  - Respond to any radio calls for on-court “opportunities”.
  - Maintain courts supply room and all blower rooms keeping them stocked and organized.
  - Brief management and other team members on issues, progress, challenges on court, etc.
- Manage the overall court drying process.
  - Water squeegees daily to maintain appropriate texture
  - Ensure that all court blowers have been started within past 48 hours and are fully gassed up each day.
  - Place court drying towels in appropriate locations
  - Assign interns to specific courts for drying procedures

#### **Post-Tournament Duties:**

- Secure all equipment and supplies
  - Towels, court boards, chairs, drying equipment, drink products, televisions, tournament products, on court items, etc.
- Inventory above areas.
- Complete assigned post-tournament projects, (storerooms, equipment winterization, return rental equipment, prepare for plant sale, retrieve light towers etc.).
- Make recommendations to improve the position and the tournament from year to year.
- Final report detailing specifics of the internship and future recommendations.