



2022 ADMINISTRATION & SPECIAL PROJECTS

Job Description

Position Objective:

To do whatever it takes to promote and operate the best tournament for all patrons, VIPs, and sponsors attending the Western & Southern Open.

Reports To:

Senior Manager, Travel & Player Services

Required Skills & Qualifications:

- Detail oriented and organized.
- Strong Customer service skills
- Ability to problem solve and multitask.
- Strong written and verbal communication skills
- Positive attitude

Internship Duties:

- Answer phone calls and greet visitors to the office in a friendly and efficient manner.
- Assist with the setup of the Admin offices at the Mason Site.
- Be the point person on site for Donnellon McCarthy. Oversee delivery and placement of copiers and provide support of the units before and during the tournament.
- Organize the Admin supply room. Order and distribute all office supplies including volunteer committee group orders.
- Prepare and maintain the telephone directory of key contacts and distribute to various locations at the tournament site.
- Provide staff with extra help as needed for sponsor and trade ticket mailings.
- Prepare player hotel confirmation emails.
- Prepare all tournament mail including Fed Ex, UPS and Priority packages & deliver outgoing mail to the local Post Office prior to the 4:30 pm deadline.
- Maintain documentation of Safe Play & Tennis Integrity records for Volunteers & Vendors.
- Order and set up lunches for Intern Lunch & Learn Series.
- Support Volunteer Committees administratively by preparing various printed training materials.
- Print labels for volunteer, ballkid and officials' uniform packets.
- Prepare several printing projects as needed by staff. This includes but is not limited to: Security Safety Manuals, WIFI guest access and TV channel lineup cards.
- Prepare Player Massage contracts.
- Update various forms for staff members.
- Maintain & update Special Events Calendar.
- Create and organize ATP and WTA locker room tags.
- Create and update Player / Non-Player laundry lists.
- Update Player Handbook
- Maintain player house rental paperwork.
- Prepare match labels for Player tickets for Player Services. Help organize player tickets.
- Prepare and organize hotel welcome packets.

- Prepare labels and packets for player autograph items.
- Be a resource for the Call Center volunteers starting two weeks prior to the tournament.
- Provide support by working the Chairperson Picnic and Volunteer Kick-Off event.
- Help with special events as needed by marketing and sponsorship staff.
- Complete Will Call runs.
- Organize hotel folios and Enterprise receipts.
- Be the point person for Information Center Committee to secure Lost & Found items (wallets, phones, credit cards, car keys) over night.

Post Tournament Duties:

- Assist staff with the packing of the Admin Offices.
- Organize and clean Admin reception and supply room areas.
- Receive and organize the lost & found items collected throughout the tournament. Be the point person to handle Lost & Found questions post tournament.
- Scan invoices.
- Review Valley Laundry, Sysco and Coke invoices.
- Make recommendations to improve the intern position as well as the tournament itself.