



Field Service Internship Job Description (3 weeks)

Position:

Facilities and Operations Intern for Player Security

Position Overview:

This position will tend to the overall security needs of all tennis players on site. Responsibilities include escorting players to/from their assigned courts, crowd control, Player Center access control, and contributing to the wellbeing of players at the Lindner Family Tennis Center. The intern will gain valuable knowledge in Event Management and Facilities and Operations while also learning from industry professionals what it takes to run a world class sporting event.

Position Objectives:

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

Position Timeline:

Internship will begin on August 3rd and run through August 23rd. Start and end dates can be extended to satisfy additional academic requirements. Interns must be able to work all days during internship unless approval is granted prior to acceptance of the offer.

Working Hours:

Prior to the tournament the workday will generally begin at 9am and end at 5pm. This position is task driven and occasional projects may require extended hours to conclude. During the tournament a schedule will be developed based on availability to ensure that all posts are properly staffed from 7am until the last player has departed the facility.

Team:

This position will be part of a team consisting of 20-25 interns staffing all security positions. This group will report to the full time Intern overseeing Player Security.

Pre-Tournament Duties:

- Assist in preparing the facility through the following projects:
 - Painting
 - Pressure washing
 - Fence repair/install
 - Weed removal
 - Windscreen and vinyl replacement
 - Preparation and maintenance of interior space

- Inventory management
- Placement and distribution of light towers
- Maintaining high levels of cleanliness
- Learn top player names and faces to recognize and properly greet upon arrival.
- Complete training on access policies, conflict resolution, customer service, safety, and critical thinking.
- Learn all transportation routes and develop contingency plans to escort players safely and efficiently.
- Participate in group projects as directed by the Director of Facilities.
- Assist volunteers and chairpersons in preparing their areas for the tournaments.
- Assist other facilities interns in preparing their areas.

Tournament Duties

- Check individual credentials and provide access control at various secure locations throughout the Paul Flory Player Center.
 - Use proper scenarios, including their names, when asking players to show their credentials.
 - Greet all individuals with a smile and direct eye contact when asking for their credential, suite pass or ticket.
- Serve as a tournament authority to transport players to/from courts in a safe, friendly, and efficient manner.
- Monitor daily practice/match schedule with Player Services desk.
- Assist in secure escorts to / from ESPN Game Day Desk, autograph sessions, special events and player appearances as directed by the Player Security Managers.
- Work with private security firm to coordinate daily logistics.
- Interface with Mason Police Department, Player Security Managers, ATP/WTB Director of Security, and Tournament Marshals as needed for planning or daily operations.
- Think critically to mitigate risk and provide the best service to players.
- Anticipate the needs of players and accommodate as needed.
- Complete security audit checklists of interior and exterior space.
- Assist in the completion of quality control surveys.
- Support coworkers in the cleaning of match courts each night.
- Photograph assigned areas for documentation purposes.

Post Tournament Duties

- Make recommendations to improve the position and the tournament from year to year

*This is an unpaid internship designed for course credit and/or to build experience for candidates as they assist in assembling one of the finest tennis events in the world.
Reimbursement for travel/accommodations or other funding is not available.*

Interested candidates please apply on Teamworkonline.com. For additional information or questions concerning the position please contact the Facility Manager,

*Christian Flory at:
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