Player Security Field Service Internship
(3 weeks)

Position:
Facilities and Operations Intern for Player Security
*With accordance to ATP/WTA and USTA player protocols, this position requires you to be fully vaccinated due to close proximity to the players. *

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.

Compensation:
These positions are paid hourly at a rate of $10 per hour. Paid time and a half for overtime as needed.

Position Timeline:
Internship will begin on August 1st and run through August 21st. 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 3:30pm. 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 15-20 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:
    - Minor Painting
    - Fence repair/install

- Windscreen and vinyl replacement
- Preparation and maintenance of interior space
- Inventory management
- Placement and distribution of light towers
- 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.
  - Become familiar with RFID technology used with credentials.
  - Use proper scenarios, including their names, when asking players to show their credentials.
- 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 Tennis Game Day Desk, autograph sessions, special events and player appearances as directed by the Player Security Managers.
- Interface with Mason Police Department, Player Security Managers, ATP/WTA 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.
- Photograph assigned areas for documentation purposes.

Post Tournament Duties
- Make recommendations to improve the position and the tournament from year to year

Reimbursement for travel/accommodations or other funding is not available.

To apply please send resume to
Christian Flory (Facilities Manager) at:
cflory@cincytennis.com