

2024 Volunteer Committee Descriptions / Responsibilities / Chairperson

| Committee | Description | Requirements | New Vol. Availability | Chairperson(s) | Avg. Shift Length | Status |
|----------------------------|---|--|--|---|--|--------|
| Access - Scanning | Access - Scanning volunteers are the first point of contact for patrons as they enter the tournament grounds. They scan all tickets, view credentials at each entrance and share information on the events of the day. | Requires standing and being comfortable with electronics, as you will operate a scanner (training will be provided). Excellent customer service skills required. Minimum age requirement is 16 years old. | Excellent availability for new volunteers | Raj Nandikolmath, Shailaja Nandikolmath | 6-7 hours | Open |
| Ambassadors - Tournament | This committee acts as roving information centers providing assistance and direction to our patrons throughout the venue. They provide information related to the tournament schedule, special events taking place around the grounds, seating and ticketing questions. They must be flexible and willing to assist the tournament in any way needed. They will proactively engage the patrons helping to provide exceptional experience. | Two years previous experience volunteering at the tournament recommended. Personable and passionate about the event. Must be resourceful and willing to work independently. Must be outgoing, enjoy interacting with people, comfortable walking and been gone their feet for lengthy stretches of time (6 hours). A strong understanding of the tournament and the venue is required. Attendance at a training session prior to the start of the tournament is mandatory. Must be at least 20 years of age. Must select 2 evening shift. Contact mconner@cincytennis.com if interested in this committee. | Must have prior tournament experience or extensive knowledge of the tournament site. Interested parties should contact Mary Conner at volunteers@cincytennis.com . | TBD | 6 Hours | Closed |
| Ball Crew | Ball Crew members play an integral role in the overall operation of the tournament. Their primary job is to retrieve tennis balls and keep the flow of the matches moving and also attending to the needs of the player(s) on change overs. | Must be 12 years old by August 1, 2024 in order to try out. Must be mature, have good hand-eye coordination, and possess good citizenship. All NEW & 2nd year applicants must attend one of the training/tryout sessions (2 days) to be considered for the ball crew team. 2024 training/tryout dates are: sessions 1 - May 18 & 19, session 2 - June 1 & 2. Tryouts held at Lindner Family Tennis Center. Must be available to volunteer the first 5 days of the tournament 8/11-8/15. | New and 2nd year volunteers must attend one of the training/tryout sessions (2 days). | Jan Arenstein | 7 hours (depends on the length of matches) | Open |
| Ballperson Lounge Monitors | Ballperson Lounge Monitors are adults that assist with the operations of the Ball Crew Lounge. They help with court assignments, organize the lounge, control supplies, etc. They may also be assigned as on-court "monitors", to serve as the point of contact for the Ball Crew Members while working a match on court. | Must be mature and possess the ability to work in a fast paced environment. Must enjoy working with children of all ages. Approval by the Chairperson of the committee is required. | Most volunteers on this committee are drawn from the pool of parents of present or past ballkids | Jan Arenstein | 6.5 hours | Closed |
| Call Center | The Call Center committee is the first line of communication for ALL calls that come into the tournament. Volunteers answer the phones and transfer callers to the appropriate extension. They provide information to callers on the tournament and associated activities; general information, driving directions, tournament schedules, etc. | This position requires volunteers who possess a clear, pleasant speaking voice, and good customer service skills. Knowledge of the tournament helpful. | Limited availability for new volunteers | Annie Blaisdell & Wanda Taylor | 6 hours | Open |
| Credentials | Credential volunteers create and distribute access passes & badges to those entering the tournament grounds. Volunteers take photos, create credential badges, generate day passes and check ID's. There are two credential locations that require volunteer staffing during the tournament: the main credentials building and the satellite location. Volunteers may be willing to work either location, or in rare instances may be asked to staff each location at different times during a shift. | Must be at least 18 years of age. If you enjoy a fast-paced environment and have excellent people skills, you'll love this committee. The ability to stay calm and work well under pressure is essential. Competent computer skills are required. | Limited availability for new volunteers | Joan Keating & Peggy McManus | 6.5 hours | Closed |
| Exercise Facility | Exercise Facility volunteers serve as the attendants for the Players Exercise Room. They make sure the area is stocked with towels and water. They maintain the cleanliness of the area and assist players with special requests. This committee also maintains the stock in the Player cool-down room and 3rd floor exercise area. Volunteers on this committee will also assist with covering the laundry station located outside the VIP entrance | This area can be staffed with either male or female volunteers. Must be at least 18 years of age . An ideal volunteer for this committee would be someone that can work independently and be professional at all times. | Limited availability for new volunteers. Prior tournament experience and recommendation required. | Cathy Thomas | 6.5 hours | Closed |

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| Food & Beverage Distribution | Food & Beverage Distribution is responsible for delivering, distributing and continually replenishing all food and drink items to specified areas of the tournament. Volunteers will deliver cases of water, PowerAde, soft drinks, fruit, snacks and more to various locations around the tournament grounds. | This position requires the ability to communicate clearly on a two-way radio, bend and lift heavy drink & food items. The minimum age requirement for this committee is 17 years old with dependable transportation to the tournament site. Must remain professional at all times. All volunteers must commit to work 2 weekday shifts. Please be sure to show all your availability on the volunteer application. | Good availability for new volunteers | Melinda Doehrman, Emily Sparks & Stephanie Ramos | 5 hours | Open |
| Horticulture | The Horticulture Committee is responsible for the beautification of the tournament grounds. Responsibilities include unloading, distributing, planting and maintaining plants. | This committee requires 7 shifts. This position does require bending and lifting. Most shifts require the potential to “get dirty”, work in the sun, and may require heavy lifting. Previous gardening experience helpful but not mandatory. Must be available to volunteer on 2 "workdays" (workdays are 8/2, 8/5, 8/6, and 8/20). | No new volunteers needed | Kelly Bishop & Julie Cook | 5 hours | Closed |
| ICE Stations | The ICE Stations committee volunteers are responsible for stocking and managing (opening & closing) the locations around the venue. They are also responsible for organizing and supervising the Kindervelt volunteers who sell souvenirs, ICE-cups and refills and maintaining the point-of-sale locations. The Kindervelt group of volunteers provide their service to help raise monies for Cincinnati Children's Hospital. | Must be comfortable dealing with financial transactions, requires standing for long periods of time, and must be willing to serve the public with excellent customer service skills. Requires lifting of large bags of ice. | Limited availability for new volunteers | Anne Ernst & Lynne Morris | 5 hours | Closed |
| Information Center (Lost & Found) | The Information Center is the main source of information for tournament patrons while on the grounds! They answer questions and provide details and updates on the tournament. They also serve as the location for lost and found items. | This position requires good customer service skills, the ability to clearly communicate with patrons and be a good will ambassador for the tournament. Must be 18 years of age . Knowledge of the tournament is helpful. | Limited availability for new volunteers. | Corinne Roberts & Geri Sowell | 5 hours | Closed |
| Marshals | The Marshals' Committee is the volunteer security force that maintains security at the Tennis Center. Their primary responsibility is player safety, managing crowds and preventing undesirable situations. Marshals goal is to ensure that Players, Patrons and Volunteers have a safe and positive experience while attending the tournament. They monitor and grant access to restricted areas, provide information and assist tournament officials as needed. This committee works closely with ATP/WTA security, Mason PD and private security team. | This position requires a minimum age of 19 years old . Volunteer must have good interpersonal skills, be mature, alert, maintain a positive attitude and, possess the ability to vocalize direction . You must be in good physical condition. Law enforcement and/or military experience is helpful but not mandatory. Marshals work in conjunction with the Mason Police Department and tournament operations. Volunteers are required to work at least 2 shifts by end of day Thursday 8/15/2024. | Excellent Availability for new volunteers. All new volunteers MUST complete a minimum of 3 hours training prior to working their first shift. Training dates/times begin in mid-July through the start of the tournament. | Ed Barloh, Barbara Sferra, & Risa Prince | 8 hours | Open |
| Media Relations | The tournament is home for a week to some of the finest local, state, national and international members of the press. We love our members of the media, and we need your help in greeting them, distributing results, scheduling changes, other tournament-related communications, set up the interview rooms, provide interview transcripts and serve as the main point of contact for the worldwide media. Must be comfortable dealing with the press. Requires good customer service skills, the ability to always remain professional and basic computing skills (Word/Excel). Must be 18 years of age or older. College students welcomed. | Must be comfortable dealing with the press. Requires good customer service skills and the ability to remain professional at all times. Computer skills required. Must be 18 years of age or older. College students welcomed. | Limited availability for new volunteers. Contact the Volunteer Office or email volunteers@cincytennis.com. | Sharon Meese, Jenn & Mike Leichman | 5.5 hours | Closed |
| Medical RN | The Medical RN Committee works closely with Emergency Medical & First Aid to assist with all first-aid requests and medical emergencies on-site. They also staff the First Aid Station at the WSO. | Registered Nurses only. This committee work along side the Emergency Medical physician team. | No new volunteers needed | Denise Bond R. N. & Maxine Hoyles-Yates | 7 hours | Closed |

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| Photography | Photography committee is responsible for capturing all tournament activity in still frames for perfect memories! They take pictures of the activities of the event, based upon a pre-determined list of items at the request of the Tournament staff. Volunteers time is mostly spent taking pictures "off court" - 70 % of the time. | Must have own photography equipment to perform this function. Positive attitude and willingness to accept assignments is essential. Minimum shift commitment is 7 shifts with 2 shifts occurring on Tuesday and Wednesday, 8/13 & 8/14. Inquires should be directed to mconner@cincytennis.com. | Limited availability for new volunteers. | Tony Wagner | 7.5 hours | Closed |
| Player Escort | This committee acts as the escort for players selected for drug testing. The participants will be stationed on the court during the match of the player selected for drug testing. Volunteers stay with the player from the end of the match until they report to the designated testing area. This committee has limited availability, a recommendation and requires a signed confidentiality agreement. | Must be 18 years of age, both male and female volunteers are needed. The ability to stay calm and professional around professional athletes is a must. You must be able to withstand long periods of time in the sun. Knowledge of tennis and the rules of tennis is necessary. Volunteers must be flexible with their schedule and be able to stay throughout the day and into the evening as needed. Recommendation and interview required. | No availability for new volunteers | Dan Nelson | 8 hours | Closed |
| Player Locker Room - ATP (Men's) | Player Locker Room volunteers serve as locker room attendants just prior to, & during the Tournament. They assist players with all locker room needs, keep the area stocked with necessary items and maintain an organized and clean locker room. They are responsible for keeping an inventory on clean & dirty towels, assigning lockers on a daily basis, supporting the training room as needed, and assist with special player requests. | Must be a male, at least 18 years old and willing to work hard. Volunteers must be professional at all times. This is a great position for mature college students. | Limited availability for new volunteers. References required. Contact the Volunteer Office - volunteers@cincytennis.com. | Kreg Kennedy, Alex MacNeil, Dan Roche | 8 hours | Closed |
| Player Locker Room - WTA (Women's) | Player Locker Room volunteers serve as locker room attendants just prior to, and during the Tournament. They assist players with all locker room needs, keep the area stocked with necessary items and maintain an organized and clean locker room. They are responsible for keeping an inventory of towels, assigning lockers on a daily basis, supporting the training room as needed, and assist with special player requests. This committee also maintains the coaches locker room. | Must be female, at least 18 years old and willing to work hard. Volunteers must be professional at all times. This is a great position for mature high school seniors & college students. | Very limited availability for new volunteers. References required. Contact the Volunteer Office. - volunteers@cincytennis.com. | Cathy Thomas | 6 hours | Closed |
| Player Services & PS Finance | The Player Services committee manages the Player Lounge and serve as the main point of contact for the players during the tournament and throughout their stay in Cincinnati. They perform a variety of tasks, while maintaining the Player Lounge area to keep it comfortable and accommodating for the players and their guests. They book all practice courts, and serve as a concierge for players, providing information and tickets for local attractions, restaurants, etc. | Must be at least 21 years of age, mature, and possess good customer service skills. Bilingual or multi-lingual is a plus! Ability to work in contact with professional athletes without being "star-struck" and maintain a calm demeanor under stressful situations is essential. | Extremely limited availability for new volunteers - recommendation and references required. | Gina Lower/ Ashley Miller/ Erica Zaretsky/ Leslie Erion | 6 hours | Closed |
| Sponsor Hospitality | The Sponsor Hospitality Committee is the main point of contact for the hospitality tent village. They are the gatekeepers of the area and check for tent passes to allow access to this area and assist with troubleshooting sponsor requests. They also act as the liaison between the sponsors and the caterer. | Must be friendly and possess excellent customer service skills. Must remain calm and professional at all times. All volunteers are required to work 1 evening shift plus one shift 8/17-8/19. | Limited availability for new volunteers. Contact the Volunteer office - volunteers@cincytennis.com | Mary Wright & Tina Hاونert | 6.5 hours | Closed |
| Suite Hospitality | The Suite Hospitality committee serves as the gatekeepers for the suites areas. They assist guests with direction to the appropriate suite location. They check for appropriate passes, greet suite holders and troubleshoot any issues that arise. They verify that all food and drinks are stocked and notify appropriate vendor when something needs attention. | Volunteer must be friendly and possess good customer service skills. This committee has multiple posts in various areas of the tournament site some of which require you to be in the sun. You must be able to work all posts and be at least 15 years of age. Good committee for responsible High School Students. | Excellent availability for new volunteers. | Nancy Crull, Janelle Konchar & Katie Klain | 4.5 hours | Open |

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| Ticket Office | The Ticket Office committee is responsible for answering the phones, taking ticket orders, and answering ticketing questions at the walk-up windows. | This position requires volunteers who possess a pleasant speaking voice and basic computer skills. Volunteers must be comfortable dealing with financial transactions, and have good customer service skills. Minimum age requirement is 18. This position is performed in a fast paced environment and requires one to be very detail oriented. Mandatory training is required for a half day approximately one week prior to the event. | No new volunteers needed | William Devine | 8 hours | Closed |
| Transportation - Airport Greeters | The airport greeter volunteers are stationed in the baggage claim area at the airports. They help to monitor the arrival of tournament passengers as well as greet and provide instructions where the parties are to meet their tournament provided transportation. | Airport greeters must be at least 16 years of age. Volunteers must be mature, follow directions and possess the ability to remain professional at all times. | Good availability for new volunteers | John & Teala McQuilkin, Shari O'Maley, Deb Costner, Jane Alexander | 6 hours | Open |
| Transportation - Drivers | The Transportation committee is responsible for providing transportation for all players, coaches, guests, staff from the ATP or WTA, VIPs, umpires, media, and others to and from the airports, hotels, and the tournament site as needed. Tournament vehicles are provided. | Volunteers for driving on this committee must be 25 years of age, have a valid driver's license, and a good driving record. A background check of your driving record will be conducted. Drivers should have good working knowledge of the area and routes to local airports and venues. Volunteers must possess the ability to remain professional at all times. | Excellent Availability for new volunteers | John & Teala McQuilkin, Shari O'Maley, Deb Costner, Jane Alexander | 6 hours | Open |
| Trophy Club | The Trophy Club is a private lounge area for the exclusive use of the box seat ticket holders. The committee is responsible for maintaining control of all access points, keeping the area clean and tidy, replenishing snacks and beverages in the area. | Trophy Club volunteers must be personable with excellent customer service skills. Heavy lifting is required (up to 40 lbs.) for large bags of ice. | Availability for new volunteers | Jean MacMillan, Edyta and Peter Jasprzycki | 6 hours | Open |
| Uniforms | The Uniform Committee helps to distribute uniforms to volunteers, ball crew, umpire and linesman. They handle exchanges if needed, and assist new volunteers. They maintain control of all uniforms for the Volunteers at the tournament. | Volunteers must have good energy and enjoy working with other volunteers. | Limited availability for new volunteers | Susan Burdick | 6 hours | Closed |
| Ushers | The Usher volunteers are responsible for checking patrons' tickets, helping patrons find their seats, restricting access based on patron's ticket to a specific area of the stands and controlling entrances using the double roping method at lower gates. Some positions require you to be comfortable using a ticket scanner. Volunteers also control access to the outer courts, prohibiting entrance during match play. | Ushers must be at least 18 years of age , able to work in sun and heat, and stand for long periods of time. Ushers must be fluent in English and be flexible and willing to work at all gates as assigned by their committee. Volunteers on this committee are required to work at least 3 shifts by end of day Thursday, August 15th. If you like to engage with people and want to see some tennis while volunteering, this committee is for you! | Excellent availability for new volunteers | Barb Haintl, Brian Stanford & Jim Eichmann | 7.5 hours | Open |
| Volunteer Lounge | These volunteers support their fellow volunteers by providing a welcoming place for the volunteers to relax and replenish while taking a break. The volunteers responsibilities include wiping down tables, replenishing snacks/beverages and managing the daily volunteer raffle. This committee has limited access to live tennis and will require seeing it before or after your scheduled shifts only. | Must be able to lift up to 40 lbs. to help replenish snacks, ice and drinks. Will consider a 14-15 year old only if a parent works along side their child. Volunteers are expected to work the entire time of their scheduled shift. If there is a need to arrive late or leave early, you may be asked to work a different shift. Cannot work overlapping shifts to meet the 5 shift minimum requirement. | Excellent availability for new volunteers | Julia Eberwine | 6.5 hours | Open |
| Volunteer Office | This committee provides coverage and assistance to the Volunteer Office. They will man the volunteer office, answer the phone, distribute volunteer benefits, and assist all volunteer committees as needed. | Must be personable, have good computer skills and be able to work independently. Knowledge of the tournament is very helpful. If you enjoy working with people and having a fun experience while volunteering, this committee is for you! | Limited availability for new volunteers | Pat Fowler | 6 hours | Closed |

Notes:

Closed committees need prior tournament experience and/or recommendation.

Open committees (not highlighted) are best options for new volunteers.