



## 2025 Ticketing Lead Internship

**Description:** Your internship will be a summer tour de force working for one of the largest and most prestigious professional tennis tournaments in the world, the Cincinnati Open. You will report to the Ticketing Operations Manager and your objective will be to ensure smooth, accurate and efficient ticketing service operations for tournament patrons before and during the event.

**Location:** Lindner Family Tennis Center  
5460 Courseview Dr., Mason, OH 45040

**Dates:** June 2, 2025 – August 18, 2025  
Ability to extend dates if available.

### Qualifications

- Strong customer service skills and experience and ability to interact with patrons in a professional manner
- Strong written and oral communication skills
- Strong organizational and time management skills
- Strong attention to detail and ability to multi-task in a fast-paced environment
- Ability to be resourceful and problem solve in an effective and timely manner
- Ability to work well with large group of peers
- Leadership experience and abilities a plus
- Interest in sports and live events industry
- Prior ticketing experience a plus

### Responsibilities

- Assist in pre-tournament sales efforts and campaigns
- Become an expert in Cincinnati Open general and ticketing-specific information to efficiently and accurately assist patrons with questions
- Prompt and accurate processing, including email confirmation and sales source captures, of all group and special event ticket orders
- Assist patrons with and promptly process ticket orders via phone
- Answer patron questions regarding accessing, managing, transferring and reselling tickets, both virtually pre-tournament and at the box office during the event
- Maintain accurate account documentation for patron accounts to facilitate issue resolution
- Become familiar with the Ticketmaster mobile ticketing process and access scanning station around the grounds

- Help train and prepare training materials for other interns and volunteers in various facets of ticketing operations, assist interns and volunteers with issues and questions during the tournament
- Be the first line in managing and resolving patron questions, assisting with the Cincinnati Open mobile app, digital tickets, Account Manager, etc. before and during the event
- Assist in daily management of will call and box office operations during the tournament, including preparing and maintaining signage and other collateral
- Assist in closing, inventorying and cleaning ticket office and preparing ticket scanning podiums for return
- Prepare final and post-tournament reports as needed
- Other duties as assigned

**General Hours**     **Prior to July 28:** Hours are generally 9 am – 5 pm, Monday – Friday, with occasional nights and weekends depending on special events or projects.  
**July 28 - August 18:** Hours will vary depending upon the day and responsibilities of the position. Overtime hours should be expected the weeks prior to and are required during the Cincinnati Open (August 5-18, 2025). Overtime hours will be determined by your supervisor.

**Compensation:**     Hourly plus OT