



2025 Volunteer and Special Events 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 Director of Volunteers and Internships and will learn the ins and outs of the Cincinnati Open through working alongside 30 volunteer committees and various special events. This internship requires someone with a customer service mindset and the ability to communicate with all personalities and ages.

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

Dates: June 2025 – August 2025
Exact dates TBD.

Qualifications

- Strong oral and written communication skills
- Strong organizational and time management skills
- Excellent computer skills and comfortable working within Excel
- Must be able to work with all personality types and ages of individuals
- 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
- Willingness to roll up your sleeves and work to do whatever it takes to get the job done
- Experience in event management a plus
- Interest in sports and live events industry

Responsibilities

- Assist with the planning and execution of various special events, including but not limited to Kids Day, VIP Pro Am events and more
- Assist with planning, communication and execution of ball crew tryouts
- Become familiar with Trust Events software to assist with the registration process, committee assignments and scheduling for over 1,500 volunteers
- Provide prompt and clear communication with potential and past volunteers
- Coordinate and communicate with over 30 volunteer committee chairpersons
- Assist with set up and management of Volunteer Office before and during the tournament
- Prepare training manuals, benefit binders, packets and other materials for volunteers

- Assist with the planning and execution of the Volunteer Kick-Off event
- Manage and execute communication, raffles and logistics for the Volunteer Lounge during the tournament
- Provide a high standard of customer service to patrons and volunteers throughout the tournament
- Assist with inventory, cleaning, reporting and more after the tournament 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