



2025 Ticketing Tournament Week Volunteer Intern

- Description:** Rare internship opportunity to assist in running one of the world's premier tennis events. Each intern is given enormous responsibility which offers great preparation and experience for future endeavors. This internship offers training in advanced techniques utilizing the Ticketmaster/Archtics software, used by most professional sports organizations across the country.
- Location:** Lindner Family Tennis Center
5460 Courseview Dr., Mason, OH 45040
- Dates:** August 5 – August 18, 2025. Interns will be asked to work the week of the tournament, along with attending one two-hour training session on August 4th.
- Qualifications:**
- Strong customer service skills, experience, and ability to interact with patrons in person and via phone 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 groups of peers
 - Basic computer skills
 - Interest in sports and live events industry
- Responsibilities:**
- Train on and learn in-depth Ticketmaster/Archtics software
 - Process patron ticket purchases in person at the ticket sales window
 - Build customer rapport by providing exceptional customer service
 - Assist patrons at gate entrances with any general ticketing or mobile/technical issues
 - Provide mobile ticketing and technical support at tournament entrances and information desk
 - Balance ticket sales/income each day (retail experience helpful)
- General Hours:** Ticket Office 8am-9pm daily
Future Sales Window- 12pm-evening match conclusion (approximately 10pm)
- Compensation:** These internships are unpaid volunteer positions.

Dress: The tournament will provide a 2-tournament logo, polo shirts and a cap. Interns must provide their own navy, white or khaki shorts, skirt, or slacks to complement the uniform. Parking in a private lot is also included.

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, sexual orientation, age, disability, gender identity, marital or veteran status, or any other protected class.