



2026 CREDENTIALS INTERN

Position: Credential Intern

Dates: June 9-August 24, 2026

Position Overview:

Responsible for preparing & printing credential badges, which grant access to the tournament grounds. Assist the Credential Coordinator in updating the credential system with all registered personnel for upcoming events. Troubleshooting problems with access control scanning devices.

Approximately 9500+ credentials, Hard Badge & Wristbands, are distributed for our event each year.

Position Objectives:

To create credentials through proper maintenance of the credential database, assign proper access to each recipient and provide outstanding service to ***every accredited*** non-ticket buyer who has been approved to be invited to our tournament.

Pre-Tournament Duties:

- Develop reports lists of individuals that received credentials in the prior year and distribute them to staff members. The staff members should, with assistance from the Credentials Coordinator, provide directions on how to proceed for the current year for each individual or company.
- Communicate with primary contacts of vendors, sponsors, and exhibitors, providing directions on how to apply for credentials for this year's event.
- Maintain on-line operations credential application system, which includes distributing lists of applications to staff members for approval, importing photos into Credential database, and updating applications in the on-line system which then creates an email correspondence to the applicant.
- Import approved credential applications from the on-line volunteer & ball crew credential application system (TES) into the credential database.
- Import all Player, Player Support Team, Tournament Tour Staff (ATP & WTA) from Tennis Uno & WTA UNO into the credential database.
- Set up and test all credential equipment, including laptops, badge printers, scanners and web cams.
- Answer the telephone and handle appropriately.
- Document tasks and procedures for final report, giving a high level of attention to new & or updated procedures.
- Attending meetings as directed by the Credentials Coordinator or other Full Time Staff Managers.
- Assist other interns or staff members as requested.
- Setup credential office at tournament site.

Tournament Duties:

Along with many of the Pre-Tournament duties that you will continue to manage, complete the following duties during the tennis tournament.

- Retest all equipment to make sure it is working properly.
- Thoroughly clean all printers and this is critical to having a smooth operation.
- Print & organize all approved/imported Chairperson (volunteer) credentials and provide to Volunteer Director or Volunteer Interns for packet preparation.
- Print & organize all approved/imported Volunteer credentials & prepare for distribution. Prepare our online check-in process for Volunteer Expo. Prepare other volunteer reports as requested.
- Prepare wristbands for all NON-Food & Beverage distribution.
- Work with Special Events Interns to obtain hard badge &/or wristband needs for special events during the tournament.
- Work with Sponsorship Interns to obtain hard badge &/or wristband needs for sponsors during the tournament.
- Directed by the Credentials Coordinator, work with other staff members to obtain hard badge &/or wristband during the tournament.
- Create master invitation reports/spreadsheets used for tracking credential requests.
- Maintain player, player coach, player trainer, and player guest accounts to ensure cross-tying records are accomplished.
- Create & Track Group distribution worksheets for batch delivered / issued credentials.
- Manage & track all required ATP & WTA required tour processes, such as WTA CES & ATP Online Accreditation, to ensure compliance.
- Work with support personnel from RFIDENTIKIT, TCC, TES, etc. to ensure all records are accurately managed.
- Manage Meal Allowance System, ensuring accurate recording for all credentialed personnel who received meal allowance.
- Work with Volunteer Meal Allowance personnel/contractor to assist when needed.
- Help Credential Volunteers get up to speed with their duties, Filing Credentials, Distributing Credentials, Managing Wristband Distribution to all NON-Food & Beverage groups.
- Create Credentials OnDemand when necessary (approved by Credentials Coordinator) which includes but is not limited to gathering the person's data, taking photos, printing and issuing credentials. This happens regularly/every day through the tournament.

Desired Skills & Abilities:

- Experience with Microsoft Excel & other Microsoft software products.
- Clear and concise verbal communication.
- Ability to work well with others in a Team Based environment.
- Able to work long hours when necessary.

Post-Tournament Duties:

- Secure all credential equipment and supplies.
- Inventory unused items.
- Prepare all reports requested
- Make recommendations to improve the position and the tournament from year to year.
- Final report detailing specifics of your internship and future recommendations.