



2026 FAN SERVICES 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 work together with our Ticketing and Premium Services Team to provide support for inbound and outbound sales and ticketing and Box Office operations

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

Dates: June 2, 2026 – August 24, 2026

Qualifications:

- Strong customer service skills and professionalism in-person and over the phone.
- Excellent written and verbal communication.
- Organizational skills and attention to detail in a fast-paced setting.
- Resourcefulness and effective problem-solving abilities.
- Ability to work well with large groups of peers.
- Basic computer and accounting skills.
- Interest in sports and live events.
- Full-time, in-person availability from June to August
- Willingness to work non-traditional hours, including weekends and events
- Ability to secure housing and transportation in the Mason, OH area

Responsibilities:

- Be proficient in Ticketmaster/Archtics software for ticket processing and delivery.
- Use Salesforce to build customer rapport and provide exceptional service.
- Answer fan inquiries by phone and email in a professional, efficient manner.
- Become an expert in Cincinnati Open general and premium seating to assist patrons accurately.
- Handle incoming sales and service calls.
- Participate in outbound sales campaigns to generate revenue and increase attendance.
- Participate in outbound service calls to Full Series Holders to act as Service Representative.
- Assist Ticket Operations and Sales teams with special projects as assigned.
- Set up and break down ticketing areas during the tournament, including box offices, gate entrances, Center Court, and premium areas.

- Provide mobile ticketing and technical support at tournament entrances and information desks.
- Assist Usher teams with Center Court scanners, ensuring valid ticket entry.
- Support Box Office staff with daily window sales.

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 11-24, 2026). Overtime hours will be determined by your supervisor.

Compensation: Hourly plus OT