



Tournament Dispatch Operations Field Service Internship (4 weeks)

Dates: July 27- August 23, 2026

Position:

Tournament Dispatch Operations Field Service Internship

Position Overview:

This position will respond to and coordinate all incoming Facilities/Operations requests and direct individuals to the appropriate resource or satisfy the request immediately. The intern will gain valuable knowledge in Event Management and Facilities and Operations while also learning from industry professionals what it takes to run a world class sporting event.

Position Objectives:

To provide outstanding service and tournament facilities for our fans, players, officials, contractors, exhibitors, vendors, sponsors, volunteers, and staff.

Compensation:

These positions are paid hourly at a rate of \$11.50 per hour. Paid time and a half for overtime as needed.

Position Timeline:

Internship will begin on July 27th and run through August 23rd. End dates can be extended slightly to satisfy additional academic requirements. Interns must be able to work all days during internship unless approval is granted prior to acceptance of the offer.

Working Hours:

Prior to the tournament the workday may be divided into two shifts, 9am-3pm and 3pm-9pm. The position is task driven and occasional projects may require extended hours and weekends. During the tournament, a schedule will be developed based on availability to ensure that all posts are properly staffed from 7am until the end of play. This position will be required to work both weekends of the tournament.

Pre-Tournament Duties:

- Assist in preparing the facility through the following projects:
 - Painting
 - Pressure washing
 - Fence repair/install
 - Weed/leaf removal
 - Windscreen and vinyl replacement
 - Preparation and maintenance of interior space
 - Inventory management
 - Placement and distribution of light towers
 - Maintaining high levels of cleanliness
- Learn names, titles, and responsibilities of all parties working on site and establish a working relationship with those individuals
- Manage log of equipment borrowed from Operations Office daily
- Learn and manage Keywatcher Software for key borrowing.
- Collect operational documents and create display materials for the operations dispatch desk.

- Large Site Map
- Tent Chart
- Aerial photos
- Special Events Calendar
- Parking Map
- Telephone directory
- Create forms necessary for daily operations
 - Radio sign out forms
 - Equipment / Tool Logs
 - Hardware purchase list
- Assist volunteers and chairpersons in preparing their areas for the tournaments.

Tournament Duties:

- Serve as the first responder to the wide variety of requests that are made to the Facilities/Operations Office.
- Manage the Facilities/Operations Office and serve as liaison to this area.
- Participate in HiveWatch workshops and manage HiveWatch call distribution
- Think critically and make decisions with a high level of autonomy based on what you believe to be the best course of action.
- Maintain a detailed log of all communication, requests, rentals, repairs etc. Follow up with groups to ensure that all needs are met.
- Process systems for key sign in/out, equipment usage logs, intern dining, laundry procedures, etc.
- Work closely with contractors on site to provide clear communication and efficient response times to all areas of the tournament.
- Monitor and coordinate the facility calls and assign tasks to available team members.
- Assemble a comprehensive picture inventory including all details of all parts of the tournament site.
- Assign tasks to available interns to provide the best service for our patrons.
- Assist with sign in/out of radios and troubleshooting as needed.
- Assist other facilities interns in preparing their areas.
- Provide the highest level customer service to everyone calling or coming into the Facility Operations Office
- Finalize a report of all calls to the Facility Operations Office
- Participate in group projects as directed by the Director of Operations.
- Assist in the completion of quality control surveys.
- Complete a final report outlining the specifics of your duties and any support documents.

Reimbursement for travel/accommodation or other funding is not available.