



2027 Business Operations Internship

Description: The Business Operations Intern will gain hands-on experience supporting one of the most prestigious professional tennis tournaments in the world. You will work closely with our Business Office and volunteer groups to ensure a successful tournament.

Location: Lindner Family Tennis Center
6100 Legacy Park Way, Mason, OH 45040

Dates: June 8, 2027 – August 22, 2027

Qualifications

- Strong organizational and time management skills
- Strong oral and written communication skills
- Strong attention to detail and ability to multi-task in a fast-paced environment
- Ability to be resourceful in problem solving and delivering solutions in an effective and timely manner
- Ability to remain calm under pressure
- Interest in sports and live events industry

Responsibilities

Financial Reporting

- Assist with preparing reports for collecting F&B units sold and sales for the duration of the tournament
- Assist with pulling end-of-day sales reports
- Assist with reports and analysis on pricing for concessions, restaurants, and bars

Accounting Support

- Manage scanning and inventorying of all invoices and finance files

Inventory Management

- Assist in management of all Point-of-Sale equipment, including distribution plans and keeping accurate inventory of serial numbers and locations
- Managing all gifting inventory used for distribution before and after the tournament

Special Projects

- Main point of contact for ice stand sales & inventory
- Main point of contact for Food & beverage committee
- Assist with event intake for both tennis and private events

Administrative Work

Taking detailed notes during meetings

Assist with set up and execution of special events.

Any other projects assigned by supervisor/other departments.

- General Hours** **Prior to July 31:** Hours are generally 9 am – 5 pm, Monday – Friday, with occasional nights and weekends depending on special events or projects.
July 31 - August 22: 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 10-22, 2027). Overtime hours will be determined by your supervisor.
- Compensation:** Hourly plus OT

2027 Credentials 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 Business Office and volunteer groups to ensure a successful tournament.

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- Ability to be resourceful in problem solving and delivering solutions in an effective and timely manner
- Ability to remain calm under pressure
- Experience with Microsoft Excel & other Microsoft software products

Responsibilities

- Responsible for preparing & printing credential badges for the duration of the tournament (**Approximately 9500+ credentials**, hard badge & wristbands are distributed each year)
- Assist the Credential Coordinator in updating the credential system with all registered personnel for upcoming events
- Troubleshooting problems with access control scanning
- Managing all gifting inventory used for distribution before and after the tournament

Pre-Tournament

- Develop reports lists of individuals that received credentials in the prior year and distribute them to staff members
- 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
- 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.

Tournament Duties

- 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 credentials
- Prepare wristbands for all NON-Food & Beverage distribution
- Work with all departments to obtain requests for credentials
- 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
- Create Credentials OnDemand when necessary (approved by Credentials Coordinator), which includes gathering the personnel data, taking photos, printing, and issuing credentials

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Compensation: Hourly plus OT

2027 Partnership Activation Internship

Description: The Partnership Activation Intern will gain hands-on experience supporting one of the most prestigious professional tennis tournaments in the world. You will work closely with the Partnerships team to assist in planning, executing, and fulfilling sponsorship activations, hospitality programs, and partner benefits. This internship is ideal for someone with an interest in sports marketing, event management, and corporate partnerships, as well as client services



Location: Lindner Family Tennis Center
6100 Legacy Park Way, Mason, OH 45040

Dates: June 2, 2027-August 22, 2027

- Qualifications**
- Exceptional attention to detail and project coordination skills
 - Strong interpersonal and relationship-building abilities.
 - Effective communicator with confidence interacting with partners, vendors, and internal teams.
 - Ability to prioritize competing demands and remain organized under tight timelines.
 - Flexible and solutions-oriented mindset in a fast-paced event environment.
 - Collaborative team player with a positive attitude and willingness to learn.
 - Interest in sponsorship activation, event operations, sports marketing, and client service.
 - Willingness to work flexible hours, including evenings, weekends, and tournament days as required.

- Responsibilities**
- Support the planning, coordination, and execution of partner activations, ensuring all contractual benefits are delivered accurately and at a high standard.
 - Assist in the creation, maintenance, and distribution of partner handbooks and other partner-facing resources.
 - Coordinate and execute partner hospitality events, including VIP clinics, behind-the-scenes tours, luncheons, dinners, and other exclusive experiences.
 - Assist with the planning, installation, and management of partner signage and branding elements throughout tournament grounds.
 - Manage partner credential requests and applications, ensuring timely processing and accurate record keeping.
 - Support the logistics, setup, and execution of partner exhibit spaces, hospitality areas, and branded activations.
 - Collaborate effectively with internal departments, including Operations, Facilities, and Marketing, to ensure seamless activation execution.
 - Manage incoming and outgoing partner shipments, inventory, and storage to ensure materials are tracked, organized, and available when needed.
 - Assist with tournament preparation and event-day operations
- Support additional projects and initiatives as assigned by the Partnerships team

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Compensation: Hourly plus OT

2027 Ticketing Fan Services Internship

Description: The Fan Services intern will gain hands-on experience supporting one of the most prestigious professional tennis tournaments in the world. You will work closely 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
6100 Legacy Park Way #100, Mason, OH 45040



Dates: June 2, 2027 – August 22, 2027

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 select Full Series Holders to ensure guest preparation.
- 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.

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Compensation: Hourly plus OT

2027 Special Projects Internship

Description: The Special Projects Intern will gain hands-on experience supporting one of the most prestigious professional tennis tournaments in the world. You will work closely with the special projects to prepare signage, coordinate deliveries of furniture, work with load-in of vendors, and help plan Community Weekend.

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- Ability to remain calm under pressure
- Interest in sports and live events industry

Responsibilities

- Assist Special Project and Events team with projects as requested
- Organize and execute project punch lists for tournament site preparation
- Assist with setups of player and premium areas
- Assist with coordination of signage for partners, tours, volunteer groups, and other areas as assigned
- Aid in the organization and execution of pre-tournament Cincinnati Open Sporting Club events
- Maintain good relations with other interns and collaborate on projects as needed
- Assist Special Projects team with in-tournament events
- Make recommendations to improve internship position and tournament
- Other duties as assigned

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Compensation: Hourly plus OT