



## 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.

**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
- 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

#### **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