

2024 Area Descriptions

Volunteer Areas	Volunteer #	Job Description	Sun/Shade?
AIRPORT GREETER	16	You will be stationed at Miami International Airport. Be the face of the tournament! Cheerful, friendly people needed to be the initial ones to greet players and VIPs at the airport. Make your guests feel welcome as you escort them to waiting vehicles and send them on their way. Meals and parking vouchers will be provided while working. May require extensive walking around the airport.	Inside
BALLPERSON SUPERVISOR	25	Ballperson Supervisors are adults that assist with the successful operation of our top ranked Ballperson program. Will help to support the Ballpersons staff and Co-Chairs. Assist with court assignments, Ballperson ratings and keeping the Ballperson area organized. Will also be required to stay with the different Ballperson teams while at their assigned courts as an additional point of contact and other various duties as needed. Only returning volunteers are eligible to apply to this area. You must have volunteered in an area in a prior year to be considered for this volunteer position and may require an interview. Requirements: Must be comfortable working with kids and being in the sun!! Must attend at least 1 of the Ballperson "Final" trainings at Hard Rock Stadium (date will be provided at a later point). Assist with 1 of the Ballperson Uniform Distributions (March 13 th and 14 th , 5pm – 8pm)	Sun / Inside
COURT ACCESS TEAM	125	This area will give you a lot of job satisfaction and pride - Guaranteed! Checking credentials at access points inside stadium and outside courts. Extended periods of standing, walking and being in the sun. Note: New volunteers must work one shift on 3/17, 3/18 or 3/19 and cannot start after Thursday March 21. Triple shifts are not recommended. Shift 3 may sometimes end late depending on the weather and length of matches.	Sun
FLOATER	115	This role will be doing various jobs inside and outside of the stadium. Anything from helping with Special Events, Stadium Ambassadors, handing out giveaways, outside court ushering or assisting with the volunteer concession stand. It is great for new volunteers who would like to sample a bit of everything the Tournament has to offer. All volunteers must work one or both days for the finals weekend. NEW volunteers must work two days in the first week. Could be Extended periods of standing or being in the sun.	Sun/Inside
GOLF CART DRIVER	25	Responsible for providing golf cart assistance to transport athletes and staff to and from designated courts. Other duties include sanitizing carts after each ride. Drivers must be between 21 - 70 years of age. Limited availability for new volunteers as returning volunteers have priority.	Sun/Shade

MEDIA	10	You would assist our media staff with many press center operations and maintaining a professional work environment for our many local and international media members.	Inside
REGISTRATION	12	Assist with production and distribution of Tournament credentials. Must be able to use technologies, including laptop, software, and printers effectively and with speed while under pressure. To be successful in this position you also must be able to work well with a diverse group of team members. This position requires an interview. Attendance to Orientation is mandatory.	Inside/ standing
STADIUM AMBASSADORS	200	Check tickets for patrons on 100 and 200 level of the non-permanent stadium court. Ensure proper seating and flow of guests to minimize disruption of match play. Diplomatic skills are required when interacting with patrons. Must be able to handle large crowds and have a friendly personality. This position requires a lot of standing and often in direct sunlight. Additionally, there are a lot of stairs in this area. Please select one 3 rd shift session. Note: Triple shifts are not recommended. Shift 3 may sometimes end late depending on the weather and length of matches.	Sun
SECTION MONITORS	20	Assist Stadium Ambassadors and ensure gates are staffed at all times and coordinate shifts breaks. You will monitor gates assigned in your section and offer assistance with any ticket-related issues. All Section Monitor candidates will be selected after a review process and approved by the Volunteer Manager. Note: Triple shifts are not recommended. Shift 3 may sometimes end late depending on the weather and length of matches.	Sun
TOURNAMENT CONCIERGE	15	Ambassadors to the Player Services Operations Team. Ready and willing to be a guiding fixture to our athletes and guests as they venture into the Miami Open venue. Roles and requests would be but not limited to supporting tournament staff with administrative duties, answering phone calls, problem solving inquiries as they arise, managing requests that require site running and assisting with ticket requests. This position requires an interview and several guidelines as it is a sensitive and private area to work within. Must Speak English and other foreign language skills are appreciated. Limited availability for new volunteers as returning volunteers have priority.	Inside
USHERS (Outside Courts)	200	Controlling seating on Grandstand and the more intimate outer show courts where some of the best tennis is played. The perfect job if you like to watch tennis while you work. Must be able to handle crowds and have a friendly personality. For new volunteers one of your shifts must be within the first three days of the tournament. March 17, 18 or 19. Extended periods of standing and in the sun. Also, the third shift is over when the last match ends on the outer courts. Training is mandatory for all local area volunteers.	Sun
UNIFORM DISTRIBUTION	8	During the two weeks before tournament play begins, assist with set up and distribution of items (e.g., polos, jacket, etc.) to the approximately 800 volunteers, 400 ball persons and 150 staff members. Some heavy lifting is required (to move boxes).	Shade/Inside

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Volunteers are required to work a minimum of nine (9) shifts.

Shift times vary depending on the Area selected. During the volunteer registration process you will have the opportunity to select your availability. Please note, times chosen during the registration process are **not** your final schedule. Your Area Co-chair will notify you when tournament schedules are available.

