

# 2025 Winston-Salem Open Volunteer Areas

| Committee          | Description  | Requirements   | Availability                                      | Avg. Shift Length                                 | Status |
|--------------------|--|--|---|---|--------|
| <b>Ball Crew</b>   | Ball crew members play an important role in the action that takes place on court. The primary job of a ball crew member is to retrieve tennis balls and to attend to the needs of the player(s) on change overs. <b>SUN EXPOSURE IS HIGH.</b>  | Must be <b>12 years old by August 1, 2025</b> in order to tryout. Must move quickly to retrieve balls, endure long periods of time on court, work well with others on a team, possess good citizenship, have good hand-eye coordination, and understand the game of tennis (how to keep score, when to change ends). All <b>NEW applicants</b> must attend the tryout session. <b>NEW applicants</b> must also attend 3 of the 4 training sessions. Returning ball crew members must attend 2 of the 4 training sessions. Tryouts and training sessions are held at the Wake Forest University Indoor Tennis Center. | Excellent availability for new ball crew members. | 4-6 hours (can be dependent on length of matches) | Open   |
| <b>Box Office</b>  | Volunteers are responsible for taking ticket orders, distributing tickets, and answering ticketing questions at the box office. <b>SUN EXPOSURE IS LOW.</b>  | This position requires volunteers who possess a pleasant demeanor and patience. Volunteers must be comfortable dealing with financial transactions, and have good customer service skills. <b>Minimum age requirement is 18.</b> This position is performed in a fast paced environment and requires one to be very detail oriented. Volunteers will be supervised and trained by tournament staff, who are on-site in the box office.   | Excellent availability for new volunteers.        | 5 hours   | Open   |
| <b>Credentials</b> | Credential volunteers create and distribute access badges to those entering the tournament grounds. Volunteers take photos, create credential badges, maintain credential software, and check IDs. There is one credential office located in Bridger Fieldhouse. <b>SUN EXPOSURE IS LOW.</b> | <b>Must be at least 18 years of age.</b> Excellent communication skills and superb customer service attributes are a must. The ability to stay calm and work well under pressure is essential. Proficient computer skills are required.  | Limited availability for new volunteers.          | 4.5 hours   | Closed |

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| <b>Experience Team- Guest Services</b>     | <p>Guest services volunteers are the main source of information for tournament patrons while on the grounds. They answer questions, offer directions, provide scheduling updates. The guest services tent also serves as the location for lost and found items. Guest services volunteers also assist with maintaining the Pollard Center (replenishing beverages, wiping down tables, maintaing crowd noise on the patio, etc.). <b>SUN EXPOSURE IS LOW TO MODERATE.</b></p> | <p>This position requires good customer service skills, the ability to communicate clearly with patrons and be a goodwill ambassador for the tournament. <b>Must be 18 years of age.</b> Knowledge of the tournament is helpful.</p> | Limited availability for new volunteers. | 5 hours | Open |
| <b>Experience Team- Volunteer Services</b> | <p>Volunteer services volunteers support their fellow volunteers by maintaining the volunteer lounge &amp; volunteer hospitality tent. Responsibilities include wiping down tables, replenishing snacks &amp; beverages, checking-in volunteers for shifts &amp; meals, and managing the daily volunteer raffle. The volunteer services group also assists with the pre-tournament distribution of uniforms. <b>SUN EXPOSURE IS LOW TO MODERATE.</b></p>                      | <p><b>Must be at least 18 years of age and be able to lift up to 20 lbs.</b> to help replenish snacks, ice and drinks. Volunteers must have a joyful disposition and enjoy working with fellow volunteers.</p>                       | Limited availability for new volunteers. | 5 hours | Open |

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| <b>Merchandise Tent</b> | Volunteers serving in the merchandise tent assist the merchandiser with stocking shelves, organizing displays, managing inventory levels, assisting customers with product questions, and ensuring the overall tidiness and presentation of the merchandise tent. <b>SUN EXPOSURE IS LOW.</b>  | <b>Must be at least 18 years of age and be able to lift up to 10 lbs.</b> to help replenish merchandise products. Volunteers must have a joyful disposition and enjoy working in a customer-centric environment.  | Excellent availability for new volunteers. | 5 hours | Open |
| <b>Operations</b>       | The operations volunteer group is responsible for maintaining and preparing the match courts & practice courts. This includes maintaining water coolers, removing trash & debris, collecting new & used tennis balls, maintaining player towels, and restocking court supplies. In the event of rain, the operations volunteers are responsible for drying courts. Operations volunteers may be called upon to assist with the player services lounge & sponsor services activations. The operations team also plays a significant role in pre-tournament set-up and post-tournament breakdown. <b>SUN EXPOSURE IS HIGH.</b> | <b>Must be at least 18 years of age and be able to lift up to 20 lbs.</b> Operations volunteers work in hot temperatures while completing physically demanding jobs. If you enjoy being close to the action and have a desire to be a part of the inner workings of professional tennis court management, then the operations volunteer area is a good fit! | Excellent availability for new volunteers. | 5 hours | Open |
| <b>Special Events</b>   | Special events volunteers assist the tournament's sponsor services department with special events, sponsor activations, gate giveaways, and stadium court events. <b>SUN EXPOSURE IS LOW TO MODERATE.</b>  | <b>Special events volunteers must be at least 21 years of age,</b> able to work in a sponsor-centric & customer service oriented environment. Volunteers should be able to lift up to 15 lbs. and have knowledge of the tournament site. If you like to engage with people and work closely with tournament staff this committee is for you!                | Limited availability for new volunteers.   | 5 hours | Open |

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| <b>Ticket Takers</b>  | <p>Ticket taker volunteers are responsible for scanning tickets at our two entrance gates. Ticket takers must also be able to answer questions about the tournament and the venue. Ticket takers work in conjunction with our security company to ensure the safety and enjoyment of all Winston-Salem Open patrons. <b>SUN EXPOSURE IS MODERATE TO HIGH.</b></p> | <p><b>You must be at least 20 years old</b> and be able to withstand various weather conditions that occur throughout the week. Ticket taker volunteers must also be able to stand for long periods of time. A keen attention to detail is important. These volunteers often make the first and last impression patrons have of the tournament, therefore, a personable disposition is a must.</p>   | Excellent availability for new volunteers. | 5 hours | Open |
| <b>Transportation</b> | <p>Transportation volunteers are responsible for providing transportation for all players, coaches, ATP officials, media, and others to and from the airport, hotels, and the tournament site. Tournament vehicles (vans, large SUVs, &amp; cars) are provided. The use of personal vehicles is not permitted. <b>SUN EXPOSURE IS LOW.</b></p>                    | <p><b>Transportation volunteers must be 25 years of age, have a valid driver's license, and a good driving record.</b> A background check of your driving record will be conducted, in which the submission of your Social Security Number is required. Drivers should have a good working knowledge of the area and routes to local hotels and the Piedmont Triad International Airport. Volunteers must possess the ability to remain professional at all times.</p> | Excellent availability for new volunteers. | 5 hours | Open |
| <b>Ushers</b>         | <p>Usher volunteers are responsible for checking patrons' tickets, helping patrons find their seats, restricting access based on patron's ticket to a specific area of the stands and controlling entrances. Ushers also control access to the outer courts, prohibiting entrance during match play. <b>SUN EXPOSURE IS HIGH.</b></p>                             | <p><b>Ushers must be at least 20 years of age</b>, able to work in sun and heat, and stand for long periods of time. Ushers must be flexible and willing to work at all gates as assigned by their volunteer leader. Please be aware that shift lengths can be dictated by the length of matches. If you like to engage with people and want to watch some tennis while volunteering this committee is for you!</p>  | Limited availability for new volunteers.   | 5 hours | Open |