



Intern, Digital Event Management Platform (UNO)

Department	Member Relations
Work Location	Remote US
Reports To	Director, Tournament Relations, Americas
FLSA Classification	Non-Exempt
Last Revision	8/2/21 by Lori Rossi

Summary:

The successful candidate will be directly involved in the day-to-day operations, reporting and development of WTA UNO. They will support the MR and TR teams (specifics noted below) as well as provide assistance on key projects and research that support the strategic initiatives of the WTA. Candidates will have the opportunity to work with all our events logistics teams utilizing WTA UNO.

This internship will be paid and is expected to last for approximately 26 weeks.

Essential Duties & Responsibilities:

Pre-tournaments:

- Participant account creation management (Players, WTA staff, Tournaments, Agents and public form users)
- Tournament onboarding & education for existing and new events via Microsoft Teams
- Responsible for managing all Tournament settings on system backend, including setup of new Tournaments with the assistance of Tour Operations.
- Lead troubleshooting for tournament members; administrative tasks (ex: create tournament admin and link to correct tournament, same tournament staff working different events etc.)
- Lead troubleshooting non-player staff user issues (public forms education, fail to complete mandatory profile areas, new passwords creation, etc.)



- Managing WTAUNO Support customer feedback email
- Liaising with our developer Crionet to identify whether a system bug or end user error and coordinate response.
- Manage troubleshooting ticket numbers and internal inventory control
- Liaising with Tournament Relations and Tour Supervisors to determine if Letters feature is required and coordinating accordingly.
- Liaising with Tour Supervisors to include correct UNO information into Factsheets (WTA UNO terminology for Participants and Public Form users)
- Proofing Factsheet information simulate backend settings (ex: check-in date, transportation, hotel room categories/prices, etc.)
- Collate and present best practices/functional examples from previous tournament setups
- Liaise, cooperate, work in tandem with ATP UNO team for combined events alignment

Post tournaments:

- Debriefing about tournament learnings, system issues/improvements/suggestions from tournament operations perspective for next year
- Quarterly meetings with Crionet tech team for upgrades, system bugs, integration of new features (ex: Credential system)
- Create per tournament reports from WTA UNO & reporting platform concentrating on usage trends and user demographics

Education and Experience:

- The candidate must be recently graduated or currently enrolled in school

Required Skills and Competencies:

- The candidate must be recently graduated or currently enrolled in school
- Superior presentation written communication skills and attention to detail
- The ideal candidate will also possess a passion for and understanding of the sport of tennis, related governing bodies and industry stakeholders
- Ability to prioritize tasks, initiative to drive projects forward, detail oriented and work well under pressure



- Advanced computer experience using Microsoft Office programs (Word, PowerPoint, Excel) spreadsheets, database, publishing and email programs
- Excellent analytic and organizational skills
- Ability to liaise professionally with high profile clientele and league officials, maintaining confidentiality at all times.
- Flexibility in work schedule a must
- Uphold WTA Core Values: Be Progressive, Collaborative, Passionate, and show Integrity. These core values set the tone in everything we do, help us succeed on and off the court, make a difference in the community and create a premier, compelling global sport entertainment experience. It is important that the person in the position commits themselves to these core values so that we can constantly move forward in the same direction – Together.

Travel Requirements:

None

Supervisory Responsibilities:

None

Position Type/Work Schedule:

Full Time, 40 hours a week. Typical schedule will be Monday-Friday.

Work Environment/Physical Demands:

Work environment characteristics described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions

The noise level in the work environment is usually quiet to moderate. The passage of employees through the work area is average and normal.

Physical Demands

The employee is required to sit for long periods; use close/distant vision; hear using the telephone; bend at the waist and knee; communicate verbally and electronically with worldwide constituency; use hands and fingers to operate a computer and telephone keyboard. Must be able to lift 50 lbs.



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