



**ATP 250**

**February 12 – 21, 2027**

***Join Our Team & Experience the DBO Atmosphere at One of the Coolest ATP Tour Events in the World***

**EVENT INFO:**

The Delray Beach Open is one of the premier ATP 250 events on the global tennis calendar, held annually in the vibrant coastal city of Delray Beach, Florida. Celebrated for its unique blend of world-class tennis and laid-back South Florida energy, the tournament showcases top ATP Tour and ATP Legends talent in an intimate, fan-friendly setting.

**VOLUNTEER INFO:**

Volunteers are required to work a minimum of five (5) shifts.

Shift times may vary depending on the department selected. During the registration period, you will be able to select your availability within the desired department. Your final schedule will be sent along with your department supervisor's information a few weeks prior to the tournament start date.

Contact: Please contact Charlotte Cramer (Volunteer Coordinator) at [CCramer@YellowTennisBall.com](mailto:CCramer@YellowTennisBall.com) or Morgan Gravlin at [MGravlin@YellowTennisBall.com](mailto:MGravlin@YellowTennisBall.com) for further information or questions!

Location: Delray Beach Stadium & Tennis Center, 201 W. Atlantic Ave., Delray Beach, Florida

Event Phone: 561.330.6000

Event Website: [DelrayBeachOpen.com](http://DelrayBeachOpen.com)

## DEPARTMENT DESCRIPTIONS

Volunteer Department	Job Description
Hospitality	<p>This team will provide support and assistance to patrons all over the site. Must be friendly, hospitable, and excited to help our fans!</p> <p>Role and responsibilities will include, but are not limited to:            Providing directions to fans on-site, assisting in Event Info Booth, scanning tickets and helping fans at the entrance, assisting fans with VIP areas on site, answering patrons' questions, providing guest services at special events, checking guests into our special events, utilizing problem solving skills and excellent customer service.</p> <p>Exposure: mostly outdoor</p>
Ushers	<p>Stationed on-site (Stadium, Court 1) to help fans navigate the stadium, monitor patron behavior and assist with any problems that arise.</p> <p>Responsibilities include, but not limited to:            helping patrons find their seats, monitoring movement within matches, monitoring credentials-only access points, directing patrons to areas on site, assisting on-court patrons to their seats, maintaining a safe environment, and providing excellent customer service. Must be able to handle large crowds.</p> <p>Exposure: outdoors</p>
VIP Guest Experiences	<p>This volunteer group will exhibit excellent customer service and hospitality. They will be responsible for the Veranda, Best Seats and VIP Clubhouse areas that offer our guest luxury experiences here at the DBO.</p> <p>Responsibilities will include helping fans with their seat assignments, answering any questions, checking them into the clubhouse, maintaining a clean and orderly space within these locations, and providing exceptional customer service.</p> <p>Exposure: outdoors, some direct sunlight</p>
Transportation	<p>Responsible for transporting players to and from desired destinations, whether that be the airport, hotel, the tournament site, or other approved locations. Drivers should have safe driving records and will be required to provide license and insurance documentation prior to approval.</p> <p>Exposure: shade/car</p>
Credentials	<p>Assist with the distribution of credentials to all players, guests, officials, employees, and all other individuals who require credential access. Must be able to use laptops, computers, camera, and printers to process credentials.</p> <p>Exposure: indoors</p>

Office/Will Call	<p>Responsibilities include answering phones, directing phone calls, answering questions, taking messages, distributing will call tickets, and providing excellent customer service. Must be able to learn phone functions, have proper phone etiquette.</p> <p>Exposure: indoors</p>
Player Services	<p>Act as the Concierge Services for the players and their guests.</p> <p>Tasks include: Scheduling and assisting with player practice booking, assigning hitting partners for players, providing players with drinks, snacks and meal vouchers, monitoring laundry services, initiating player guest tickets to matches, answering phone calls, informing players and guests about on-site services and local attractions, and providing excellent customer service.</p> <p>ABOVE ALL, Player Services volunteers will provide an exceptional and professional experience for ALL players, guests, and officials they assist.</p> <p>Exposure: mostly indoor</p>
Volunteer Services	<p>This department will be responsible for helping and assisting our volunteer team as a whole throughout the week. They will be knowledgeable of all places and important information about the site and tournament as well as be responsible for food service, clothing and ticket exchange, and keeping a clean and orderly space.</p> <p>Exposure: indoors</p>
Ballpersons	<p>Join our team of dedicated, passionate &amp; super enthusiastic volunteers! The few, the proud, the DBO Ballkids! <a href="#">Click here</a> for details.</p>
Lynn University Students	<p>Join the collaboration between the Delray Beach Open and Lynn University as we interchange learning in the classroom with education on the hard court.</p> <p>Lynn students will have a unique opportunity to organize and present a world-class, professional tennis tournament, providing valuable work experience, leaving them well-positioned for future careers within the world of sports.</p> <p>Student volunteers will assist with on-site parties, player clinics, and other special events in addition to helping with ticketing, hospitality, and operations.</p>