



## **Brantford Bulldogs Ticketing Internship**

### **Job Description:**

The participant will work under the direction of the Manager, Sales and Ticketing, and assist in all activities related to ticketing, corporate sales, Box Office management, and Guest Services.

### **Term:**

The ideal timeline would be for a student to commit 20hrs per week from September to April. If a full 7-month internship is not possible, we will consider 4-month placements as well.

### **Objective/Goals:**

The intern will obtain various skills as we strive to provide hands-on day to day experience in a sales environment within a sports organization. We take great pride in coaching and mentoring our interns and have seen a number of them accept full time positions after completing school.

### **Responsibilities:**

- Maintain season ticket and individual game ticket records
- Assist with the upkeep of the club's database system by entering ticket purchaser data
- Assist with season ticket holder events and initiatives
- Service phone calls and ticket orders
- Assist during home games at Will Call distributing pre-ordered tickets
- Provide customer service to the Bulldogs fan base and general public on game days
- Support Sales initiatives during office hours and on game nights
- On-site and off-site Sales team activation set-ups and tear-downs, where necessary
- Perform other duties as assigned

### **Qualifications:**

- An Enrolled undergraduate or graduate level student pursuing a degree in sport management, business or related field
- Strong creative, organizational, written and verbal communication skills
- Knowledge of Microsoft Word, Excel and PowerPoint
- Experience in sports and/or retail preferred, but not necessary
- Ability to problem solve under pressure
- Ability to work flexible hours including nights and weekends

### **What will you learn?**

- Observe how the Ticket Sales New Business, Customer Service and Group Sales departments establish a seamless transition from sales to service, as well as Game Day Operations.
- How to assist with lead generation, prospecting, calling members/leaders of groups associated with theme nights, order entry and ticket delivery

- How to interact with customers on game nights, including assisting with in-game recognition/receptions and pre- and post-game fan experiences
- Learn how to provide excellent customer service via all portals of communication including phone, email, and face-to-face meetings.

Note: Internships with the Brantford Bulldogs are available for current post-secondary students who require Intern or Co-op placement hours for the completion of their accredited post-secondary degree or diploma program. There is an opportunity to receive an honorarium upon completion of an internship.