



2023 TinCaps Internship Positions

The TinCaps are currently accepting resumes, cover letters, and references from students that are interested in being considered for an internship position with the 2023 Fort Wayne TinCaps. Interviews will be conducted starting in November and early December, and the expectation is to have the internship positions filled as soon as possible. Please no phone calls in regards to the status of your resume. We will contact all interested candidates for either a phone interview or update with an email of your status.

The following is a brief description of the different areas that the Fort Wayne TinCaps hire interns for each season.

***Merchandise Intern**

Overall Job Description: This internship position helps the Orchard Team Store and Sweetwater Fun Zone. Plenty of experience from running a store, to hiring and training staff members. Main contact during the season is Merchandise Manager Emma Reese.

Duties and Responsibilities:

- Assist with ordering items
- Inventory recaps and stocking of merchandise
- Help run the team store during the day and during TinCaps games
- Run sales reports and monitor sales percentages and per capita
- Hire and train gameday staff for both The Orchard team store and the Sweetwater Fun Zone
- Help set up store layouts
- Responsible for hiring and scheduling over 20 employees
- Process and ship online orders
- Personalize shirts and jerseys, and help customers in the team store
- Go on mascot appearances both as the mascot and as the team representative
- Other duties as assigned

Skills and Abilities Required:

- Ability to handle a variety of projects
- Ability to multi-task
- Strong customer service skills
- Proficiency in working with a team
- Ability to work independently and meet deadlines
- Willingness to work long hours
- General knowledge of baseball
- **Please send all resumes, cover letters and other information to Brent Harring at Harring@tincaps.com or Austin Allen at Allen@tincaps.com**



***Ticket Office and Group Sales Intern – Multiple Positions**

Overall Job Description: This internship position is stationed in the ticket office and will help in all aspects of the ticket office. Learn how a ticket office runs, and have the opportunity to learn more about group sales and season ticket sales. Main contacts/direct supervisors during the season are Director of Ticketing Kade Zvokel and Assistant Director of Ticketing Blaine Jerome.

Duties and Responsibilities:

- Game day and group sales through Streamline Ticketing Software
- Assist with Centerfield Ticket Office
- Assist with walk up and phone orders for individual ticket buyers
- Setup and retrieve ticket scanners each game
- Develop and implement ticket plans and group sales opportunities
- Oversee and sell TinCaps Party Packages, including ordering and picking up cupcakes
- Working other ticketed events outside of TinCaps games as well as potential non-ticket events
- Customer service calls to current ticket plan holders
- Assist with the delivery of season tickets, suite books, and pocket schedules
- Resolve and troubleshoot ticket problems, run monetary and ticket reports, and process group payments
- Work Guest Services during parts of TinCaps games
- Work with the Reading Program Director to assist with the Reading Program
- Attend mascots appearances both as the mascot and as the TinCaps representative
- Other duties as assigned

Skills and Abilities Required:

- Strong communication skills both on the phone and in person
 - Customer service skills
 - Ability to handle a variety of projects
 - Ability to multi-task
 - Proficiency in working with a team
 - Ability to work independently and meet deadlines
 - Willingness to work long hours
 - General knowledge of baseball
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- **Please send all resumes, cover letters and other information to Brent Haring at Haring@tincaps.com or Austin Allen at Allen@tincaps.com**



***Marketing, Community Relations & Promotions Intern**

Overall Job Description: This internship position helps the Marketing Department with all things involving Community Relations and Promotions. Main contacts during the season are Assistant Director of Marketing Morgan Olson and Fan/Community Engagement Manager Brenda Feasby.

Duties and Responsibilities:

- Assist with all mascot appearances, both as the mascot and as the TinCaps representative
- Implement and oversee TinCaps theme night promotions and set up
- Oversee TinCaps Kids Club Program including ways to grow enrollment and engagement
- Handle all donation requests during the TinCaps season
- Schedule and lead ballpark tours
- Main contact for Military Appreciation Night
- Involved with Staff Engagement Program and other initiatives
- Very involved in on-field promotions, from finding contestants, to explaining the promotions, and ensuring that they run smoothly
- Brainstorm ideas for marketing and promotions
- Other duties as assigned

Skills and Abilities Required:

- Great communication skills
- Graphic design is a plus, but not necessary
- Ability to handle a variety of projects
- Ability to multi-task
- Proficiency in working with a team
- Ability to work independently and meet deadlines
- Willingness to work long hours
- General knowledge of baseball

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***Hospitality Intern**

Overall Job Description: This Internship position helps out in the operation of our Food and Beverage Department. Main contacts during the season are VIP Services Manager Kelly Kalsch (kalsch@tincaps.com), Food & Beverage Operations Manager Kyle Hoffmann (hoffmann@tincaps.com), Commissary Manager Michael Shidler (shidler@tincaps.com), and Director of Food & Beverage Bill Lehn (lehn@tincaps.com).

Duties and Responsibilities:

- Oversee the operation of a specific area including staffing, setup, operation, accountability and restocking for next game/homestand.
- Monitor overall operation for specific area to make it profitable and efficient. Provide feedback to improve operation. Adjust staffing levels and food production as well as keeping customer service at highest levels to ensure fan experience
- Help out in all Food & Beverage departments, including concession stands, bars, portable food carts, VIP Service areas and the group food operation as needed
- Help out with special events outside of TinCaps games
- Help count and track inventory in your specific area and increase accountability for hourly staff
- Exposure to food preparation in kitchen area to assist with large volume requirements as needed

Skills and Abilities Required:

- Willingness to jump in to all places needed in the Food & Beverage operation
- Great communication skills – team leader
- Great organization skills, and has an eye for details
- Ability to handle a variety of tasks in a fast-paced operation
- Ability to multi-task as this operation has many different types of service provided to our guests. See the big picture.
- Proficiency in working with a team – propose improvements to the operation as noted during actual operation
- Ability to work independently – self-starter is a must
- Ability to meet deadlines – be accountable and hold hourly staff to accountable standards
- Willingness to work long hours
- General knowledge of food safety and customer service. Serve Safe certified is a plus.

Please send all resumes, cover letters and other information to Kelly Kalsch at Kalsch@tincaps.com or Kyle Hoffmann at Hoffmann@tincaps.com



***Grounds Crew Intern**

Overall Job Description: Assists head groundskeeper and full-time assistants in field preparation, set-up, and postgame clean-up for all TinCaps home games. A strong work ethic and interest in baseball is required. Prior experience in field maintenance work is desired but not necessary. Looking for individuals interested in investigating or pursuing a career as a baseball groundskeeper.

Duties and Responsibilities:

- Assist with bullpen maintenance
- Help set up and tear down for batting practice (must be able to lift 50 pounds)
- Operate, maintain, and fix grounds crew materials, equipment, and tools
- Additional field maintenance duties on non-gameday events throughout the season
- Other duties as assigned

Skills and Abilities Required:

- Ability to handle a variety of projects
- Ability to multi-task
- Proficiency in working with a team
- Ability to work independently
- Ability to meet deadlines
- Willingness to work long hours
- General knowledge of baseball

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***Video Production Intern**

Overall Job Description: This internship position helps the Video Production Department with video and graphic design needs for TinCaps games and special events at Parkview Field. Responsibilities include assisting with video projects for the ballpark video boards, live game broadcast and promotional content.

Duties and Responsibilities:

- Assist with all aspects of the Video Production Department
- Create stills, animations and short video features for main video board and auxiliary LED displays
- Create short features for social media and broadcasts
- Work on the production crew for live game broadcasts (director, producer, camera, graphics, replay)
- Work all home games in addition to office hours during weekdays
- Work non-gameday special events that require video staff
- Video prep work for special events
- Maintenance of video equipment
- Brainstorm ideas for marketing and promotions
- Jump in to help problem solve potential A/V equipment issues

Skills and Abilities Required:

- Video Editing: Adobe Premiere CC
- Graphic Design: Adobe Photoshop CC
- Video effects and animations: Adobe After Effects CC
- Experience and basic knowledge of videography
- Experience with studio equipment (i.e. lights, microphones, blue screen)
- Preferred experience with live broadcasting
- Preferred experience with filming sports
- Ability to handle a variety of projects
- Ability to multi-task
- Proficiency in working with a team
- Ability to work independently
- Ability to meet deadlines
- Willingness to work long hours
- General knowledge of baseball

Please E-mail Résumé and Reel/Work Examples to:

Melissa Haring – Director of Video Production

E-mail: Melissa.Haring@tincaps.com



Internship Overview

- The Fort Wayne TinCaps offer an extensive internship program for college students and recent college graduates to gain valuable knowledge, experience, and insight in the field of sports.
- TinCaps Internships are full-time commitments, beginning in February and concluding in mid to late August for students going back to school or the end of September at the conclusion of the TinCaps season.
- Interns working a full season will gain valuable insight into the daily operations leading up to the start of a season and then learn the aspects of working a game-day schedule.
- Interns should be highly motivated, have a strong interest and desire to work in the sports industry, have an excellent personality, a strong work ethic, good attitude, and the willingness and ability to work long hours, weekends, and holidays, including up to and even more than 80 hours in a week.
- The TinCaps will review the progress of each individual intern throughout the season in an effort to cover their strengths and weaknesses within the TinCaps organization and the internship program.
- The purpose of the TinCaps Internship program is to allow students the opportunity to gain a better understanding of the operations of a professional sports organization and selecting an appropriate career.
- The TinCaps strive to utilize all interns to their fullest capabilities based on experience, education, aspirations, work ethic and choice of area they desire.
- In addition to the duties assigned in each internship job description, each intern will also assist with pulling tarp; non-TinCaps game events such as high school baseball games; concerts, private parties and outside events. All interns will help with the delivery of pocket schedules as well.
- All interns will be required to attend mascot appearances as both a TinCaps representative and as the mascot.
- All interns are expected to work all home games, as well as any special events that may include but aren't limited to concerts and Fort4Fitness.



Internship Notes for all interns

- TinCaps Internship pay for the season will be \$1,000 per month, with the chance of commission for sales positions. Food & Beverage Internships pay \$1,500 per month.
- The TinCaps do not offer any housing. All interns hired will be responsible for finding their own housing in the Fort Wayne area. We will provide a list of apartments for interns and put all hired interns in contact for roommate situations.
- Interns will be responsible for having reliable transportation with the requirements of pocket schedule deliveries and mascot/player appearances.
- Non-game day hours will be from 9:00 AM until 5:00 PM, Monday through Friday, with the possibility of evenings or weekends for TinCaps Player or Mascot Appearances, or the promotion of the TinCaps at Community events.
- On event days, most of which will be TinCaps games, hours expected will be from 10:00 AM until approximately one hour after the event, sometimes as late, or later than 11:00 PM. Interns will be required to work up to 80 hours in a given week during the TinCaps regular season.
- The TinCaps will also implement a monthly schedule of events for interns to plan their schedules accordingly.
- In addition, all interns will be required to assist with the distribution of the TinCaps pocket schedules to all areas of Fort Wayne and surrounding communities within a 60-mile radius.
- In addition to position-related responsibilities, interns will also work the TinCaps Guest Services Booth during game days.
- Also, interns will assist with the Boy Scout and Girl Scout Overnight events that the TinCaps hold each year.
- Interns must be available to work full-time, which includes nights, weekends and some holidays during the summer. Exceptions for hires may be made for those students attending local colleges who are still taking classes during the Spring Semester.
- 15 of our 30 full-time staff members started as interns for the Fort Wayne TinCaps/Wizards.