Ticket Operations & Ticket Sales Seasonal Assistant
Northwest Arkansas Naturals Baseball

Rich Baseball Operations is one of the premier owners in Minor League Baseball today. The primary function of this position with the Northwest Arkansas Naturals is to work closely with the Ticket Office Manager in executing box office operations while assisting the sales department in generating sales revenue: group sales, season tickets, mini packs, and suites. Interns will also receive a top-of-the-line sales training program.

Primary Responsibilities / Accountabilities:

- Utilize Tickets.com ProVenue ticketing system.
- Oversee individual ticket sales during non-game hours
- Prepares Will-Call Window with tickets for game night, coordination and delivery of tickets to customers.
- Daily processing of group contracts, season ticket contracts, and internet orders, as well as daily report generation.
- Be involved with various projects in the Front Office as they come up including non-baseball special events being held at Arvest Ballpark
- Identify and prospect for potential clients relative to season tickets, ticket package sales, group sales, and luxury suites.
- Brainstorm marketing tactics, prospect for leads, and promote niche nights throughout the season.
- Make outbound sales calls to prospects, while providing superior customer service
- Will be a secondary performer as the Naturals mascot (Strike and/or Sinker) during community appearances & non-game special events. The seasonals will rotate as mascot handler and mascot performer.

Skills preferred:

- Highly organized, ability to multi-task
- Strong interpersonal skills
- Proficient in Microsoft Office
- Consistent, punctual and regular attendance
- Professional image and demeanor
- Excellent oral communication and customer service problem solving skills
- Ability to anticipate and make recommendations based upon the needs of clients
- Flexibility to work long hours, evenings, weekends, holidays (July 4th)
- Must be able to complete the internship through its entirety (early to mid-September 2027)

Experience preferred:

- Starting Date – Late February. End Date – Completion of the season in mid-September
- Demonstrated ability to develop and maintain good relationships with clients, sponsors and staff members
- Preferred experience in sales, customer services, and athletics
- Proven ability to meet deadlines and quotas.

Educational/Other preferences:

- Applicant must have Bachelor's Degree or be working towards Degree completion

This is a paid hourly internship. Hours will rotate throughout the season to enhance the experience but will include nights, weekends and occasional holidays. Interns will work 30-40 hours per week on average.

Applicants should forward a resume, cover letter, and references to:

Matt Fanning
Ticket Office Manager
P.O. Box 6817
Springdale, AR 72766
E-MAIL – Matt@nwanaturals.com