



Ticket Sales & Service Seasonal Assistant **Northwest Arkansas Naturals Baseball**

Rich Baseball Operations is one of the premier owners in Minor League Baseball today, with 25 years of experience in the industry. The primary function of this position 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. The program will include a top of the line sales training program as well.

Primary Gameday Responsibilities / Accountabilities:

- Collaborate with Ticket Sales Staff on supervising Guest Services and/or working in the box office
- Coordinate gameday sponsorships
- Manage group sales gameday activation: Group Experiences, Will Call tables, welcome signs to group areas

Primary Non-Gameday Responsibilities / Accountabilities

- Utilize Tickets.com ProVenue ticketing system.
- Be the liaison between Naturals group sales staff and Food Service Provider – Suite and picnic contracts
- 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 group sales prospects, while providing superior customer service
- Cold calls to multi-game buyers to maximize ticket package revenue

Skills required:

- Highly organized, ability to multi-task
- 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

Experience required:

- Starting Date – Mid 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 Requirements:

- Applicant must have Bachelor's Degree or be working towards Degree completion. Graduating in Spring or August 2023 preferred.

This is a paid hourly internship of \$11 per hour. Hours will rotate throughout the season to enhance the experience but will include nights, weekends and occasional holidays. Interns will work up to 40 hours per week on game weeks and approximately 20 hours on non-game weeks.

Applicants should forward a resume, cover letter, Spring 2023 class schedule, and references to:

Mark Zaiger, Assistant General Manager
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