



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 role of this position offers hands-on experience in ticket sales and customer engagement, empowering you to drive sales revenue through targeted outreach and top-notch customer service. Working closely with the Naturals sales team, you'll gain firsthand experience in managing gameday operations, coordinating sponsorship activations, and executing group sales programs.

Primary Gameday Responsibilities / Accountabilities:

- Collaborate with Ticket Sales Staff on supervising Guest Services and/or working in the box office.
- Coordinate and execute gameday sponsorship activations.
- Manage group sales gameday activation.

Primary Non-Gameday Responsibilities / Accountabilities

- Operate and manage ticketing functions using Tickets.com ProVenue system, plus account management utilizing ScoreCRM.
- Be the liaison between Naturals group sales staff and Food Service Provider – Suite and picnic contracts.
- Assist with various front office projects and support non-baseball special events at Arvest Ballpark.
- Identify, prospect, and cultivate leads for season tickets, ticket packages, group sales, and luxury suite rentals.
- Support marketing initiatives by prospecting leads and promoting niche nights throughout the season.
- Make outbound sales calls to group sales prospects, while providing superior customer service
- Perform outreach to multi-game buyers to increase ticket package revenue.

Skills preferred:

- Strong organizational skills with the ability to multitask in a fast-paced environment.
- Proficiency in Microsoft Office.
- Reliable, punctual, and able to maintain a professional image.
- Excellent communication and customer service 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 preferred:

- Availability from mid-February to mid-September to complete the full season.
- Proven experience in sales, customer service, or athletics, with an ability to meet deadlines and quotas.
- Demonstrated ability to build and maintain positive relationships with clients, sponsors, and team members.

Educational/Other preferences:

- Bachelor's degree (or in progress), with a preference for Spring or August 2025 graduates.

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 2025 class schedule, and references to:

Steven Blackiston, Account Executive
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