



SPOKANE INDIANS BASEBALL CLUB

PARTNER SERVICES COORDINATOR JOB DESCRIPTION

JANUARY 10, 2022 – SEPTEMBER 24, 2022

Spokane Indians Overview:

The Spokane Indians are the High-A affiliate of the Colorado Rockies located in Spokane, Washington. The Spokane Indians organization provides affordable family entertainment for everyone by creating a safe, fun, and friendly atmosphere while exceeding guest expectations (the Wow Factor).

Partner Services Coordinator Overview:

The Partner Services Coordinator is a customer service oriented, entry-level sales support & fulfillment position. This position is designed to provide valuable experience in customer relationship and event management, gameday entertainment execution, budget management, and more. The goal is to give each team member the knowledge and skills for advancement in their career. Notable alumni who have worked for the Indians have gone on to work for the Seattle Mariners, the Texas Rangers, Learfield/IMG (various colleges), the Stockton Kings (G-League), the Coeur d'Alene Resort, and Boeing, among many other places.

Summary of Responsibilities & Duties:

- Have fun! Enjoy what you do and make the team members around you better.
- Seek opportunities to learn, always working to improve the Spokane Indians organization and yourself.
- Implement a "yes attitude", always contributing to the success of the team.
- Provide and ensure internal customer service to all team members. Remember, incredible internal customer service leads to exceptional external customer service. Be a leader in customer service.
- Learn the Spokane Indians CRM system (Salesforce) and how to properly maintain account records.
- Learn how to effectively utilize Digideck for partner proposals and annual reports.
- Learn and become an expert on Spokane Indians partnership elements.
- Assist in planning all Spokane Indians promotional elements. This includes but is not limited to: creating and assisting in the set-up & take down of on-field and traffic driving promotions as well as coordination of entry forms, prizes, and contestants.
- Adhere to budget guidelines to book and manage pre-game entertainers, national anthem singers, color guards, and more to enhance the gameday show and fan experience.
- Work closely with the corporate partnerships team to plan and execute various events and programs such as the Player Welcome Party, Reading Program school assemblies, Champions Program, and Care-a-Van Hospital Visits.

- Participate in an extensive training program to acquire the necessary knowledge and skills to be successful in this position.
- Help develop a relational culture with corporate partners that leads to an increased renewal percentage base for future years.
- Collaborate and communicate with all other Spokane Indians departments to support the Spokane Indians mission of “Providing affordable family entertainment for everyone by creating a safe, fun, and friendly atmosphere while exceeding guest expectations”.
- Additional in-season duties revolve around day-of-game promotions execution and other customer service focused tasks.

Position Requirements:

- Four-year degree by January 10th, 2022.
- Available for the majority of the 66 home games with the ability to work nights and weekends during the season.
- Must have reliable transportation.
- Must be a self-motivated, confident, and people-focused person with the ability to work independently and as part of a team.
- Prior sales experience is not required; however, a growth mindset, goal-oriented attitude, and strong communication skills are necessary for success.
- Willing to embrace the work hard, play hard culture of the front office. Be willing to have fun, strive for excellence, collaborate effectively, and ambitiously work toward team and individual goals.

Position within the Team:

The Partner Services Coordinator will report directly to the Partner Services Manager and work closely with other members of the corporate partnerships team.

Timeline:

The Partner Services Coordinator will start on January 10th and work through September 24th. The goal of the Spokane Indians is to develop long-term team members. During the month of August, the Indians conduct an extensive reflection and forecasting process to begin identifying team needs and personal career goals for the upcoming year.

Compensation:

This position includes hourly wages, in-season overtime, commission, and sales contests. There is also an opportunity to enroll in health and dental benefits, and if enrolled, the Indians will pay the monthly premiums.

To Apply:

If you are interested in applying for this opportunity, please visit our website at <https://www.milb.com/spokane/team/jobs>.