



## 2023 SEASONAL INTERNSHIP

**JOIN OUR TEAM!** The Danville Otterbots are seeking **Seasonal Interns** for the 2023 season. Following a phenomenally successful first two seasons in Danville, the Otterbots are looking to make the 2023 season the best our fans have ever seen, featuring reimagined brand identity, year-round community programming, and a dedicated memory-making approach to fan engagement. The Otterbots brand has taken the world by storm, being called the “best baseball logo” by Barstool Sports, and receiving coverage from ESPN, MLB Network, FanGraphs, and publications from across the Commonwealth of Virginia. The Otterbots were voted Danville’s “Favorite Family Fun Spot” by readers in Showcase Magazine’s 2021 RAVE Awards, and recognized for Exceptional Community Service by eVince Magazine. The Otterbots received the Appalachian League’s 2022 Executive of the Year Award, and have a creative, robust, and growing front office.

**WHO ARE WE:** The Otterbots are a proud member of the Appalachian League, powered by Major League Baseball and USA Baseball. The Otterbots are located in Danville, Virginia and have truly entrenched themselves within the Southside Virginia community. Our commitment to fans throughout the region is to build incomparable ballpark experiences at American Legion Field at Dan Daniel Park all summer long.

**WHY YOU:** If you are passionate about developing expertise in fan & ballpark experience, ticket sales & box office operations, food & beverage, merchandise, and ballpark operations, promotions, community engagement, hospitality, and creative services within the sports and entertainment field, then this might be the right fit for you. Our internship program is fully immersive, with a goal of providing invaluable experience in all areas of the business of baseball to propel you directly into your career.

**INTERNSHIP TIMELINE:** The 2023 Seasonal Internship program will begin the week of May 15, 2023 and conclude the week of July 31, 2023.

**AREAS OF CONCENTRATION:** Members of the 2023 Intern class will be made Managers of the following departments as part of Game Day responsibilities:

- Fan & Ballpark Experience
- Ticket Sales & Box Office Operations
- Food & Beverage Operations
- Merchandise & Ballpark Operations
- Promotions & Community Engagement
- Hospitality & Sponsorship Fulfillment
- Creative Services

### REQUIREMENTS:

- Must be working towards completing a Bachelor’s or Associate’s Degree. Degree concentration in Business, Sports Management, Marketing or related fields encouraged, but not required.



- Must be able to work throughout the duration of the internship.
- Must enjoy working nights, weekends and holidays *as needed*. Why? We do what we do so all community members can enjoy an incredible night out with their families and friends.
- Must have strong work ethic and dedication to constantly learning and growing as a professional, and consistently improving the organization.
- Must have strong oral and written communication skills.
- Adaptable, coachable and great team-player.
- Unparalleled level of customer service that is able to think critically and put others first.
- Most importantly: BE PROUD. BE HUMBLE. AND HAVE FUN. As an organization on the rise and a member of a fast- growing ownership group, we strive for consistent personal and professional growth and want people that are interested in making a difference each and every day. Our goal is to provide you with the knowledge and experience to be able to immediately step into a full-time sports and entertainment career.

#### **NON-REQUIRED BUT ENCOURAGED SKILLSETS:**

- Prior work experience in customer service based roles.
- Experience with CRM and ticketing systems.
- Experience with Adobe Suite or parallel software.
- Experience with event management.
- Ability to lift up to 50 pounds.

#### **IF INTERESTED:**

Please contact General Manager, Austin Scher at [austin@danvilleotterbots.com](mailto:austin@danvilleotterbots.com).

Please submit your resume, a link to your walk-up song, and any additional information you feel may show you are the right fit to join our team!

*Danville Baseball Club, LLC is owned and operated by Knuckleball Entertainment. It is an equal opportunity employer and strives for diversity within its full-time, seasonal, and game day staff. We strongly encourage people from all backgrounds, especially racial, ethnic, gender and sexual orientation minorities, veterans, people with disabilities, and people with non- traditional backgrounds to apply for this position. Most importantly, no matter their background, the person selected for this position must embrace, advocate for, and deeply value equity, diversity, and inclusivity.*



## **SEASONAL INTERNSHIP MANAGEMENT ROLES INCLUDE:**

### **Fan & Ballpark Experience:**

- Enhance the fan experience of those in attendance by executing fun, energetic promotions and providing memorable opportunities for all fans.
- Assist in the implementation of the team's promotional calendar, theme nights and Diversity & Inclusion initiatives. An inclusive ballpark experience is who we are and what we stand for. We are in the memory making business and need to constantly evaluate how we attract our fans.
- Assist in all facets of the game day entertainment experience. When our fans experience a night at the ballpark, we want them to leave saying "WOW."
- Manage press box staff. Assist in game day employee scheduling, training & management.

### **Ticket Sales & Box Office Operations:**

- Sell group & hospitality ticket packages to corporate partners, religious organizations, civic & social groups, birthday parties, and youth sports teams.
- Execute gate operations and serve as a liaison for group outings.
- Manage and build a book of clients through relationship-based selling.
- Assist in managing Box Office operations and single-game ticket sales, including tracking of interactions with clients using Hubspot CRM and Glitnir Ticketing System.
- Manage box office staff. Assist in game day employee scheduling, training, & management.

### **Food & Beverage Operations:**

- Assist in POS management across all concessions stands and bars.
- Assist in game day concessions operations.
- Assist in hospitality and group outing management.
- Assist in inventory management and product ordering.
- Manage concessions staff. Assist in game day employee scheduling, training, & management.
- Become an expert in rolling a perfect hot dog.

### **Merchandise & Ballpark Operations:**

- Manage the set up and operation of the merchandise store, both during games and during regular office hours.
- Manage the shipment of online merchandise orders to all 50 states.
- Assist in maintaining a vibrant and clean ballpark suitable to host all ballpark events.
- Assist in stadium and playing field maintenance.
- Manage team store staff. Assist in game day employee scheduling, training, & management.



### **Promotions & Community Engagement:**

- Assist in planning and coordination of community relations events, groups, and promotions.
- Assist in scheduling and organization of all public appearance requests for our mascot and players.
- Assist in non-game day events and community appearances.
- Assist in ensuring a non-stop, fun for all promotions slate during all home games.
- Manage hype team & promotions assistants. Assist in scheduling, training, & management.

### **Hospitality & Sponsorship Fulfillment:**

- Sell group & hospitality ticket packages to corporate partners, religious organizations, civic & social groups, birthday parties, and youth sports teams.
- Execute hospitality events on game days and serve as a liaison for group outings.
- Assist in managing sponsorship fulfillment elements for 50+ Otterbots partners.
- Manage hospitality staff. Assist in game day employee scheduling, training, & management.

### **Creative Services:**

- Manage photography and videography efforts with focus on Otterbots players, games, entertainment, and community engagement.
- Assist in creating digital content and copywriting for social media and marketing purposes.
- Assist in media relations and public relations efforts.
- Assist in creating graphics promoting games and promotions.