

Columbus Clippers Front Office Internship: Ticketing/Group Sales

Job Purpose:

Help provide world class customer service to Clippers fans statewide by assisting the ticketing department in a variety of roles including gameday and non gameday events.

Essential Duties and Responsibilities:

The Columbus Clippers Ticket Office are seeking highly motivated and enthusiastic Ticket Office Interns that can provide premiere customer service to our fans, groups and season ticket holders while also communicating ticket office initiatives and policies clearly and effectively. The Ticket Office Interns will also need to communicate effectively with internal offices, to establish a well-rounded experience for our fans, groups and season ticket members.

Essential Functions:

- Service inbound & outbound customer phone calls and ticket orders keeping customer service a top priority.
- Service and manage Full Season, Mini Season, Suite, Group, and Individual ticket accounts.
- Execute daily ticket sales
- Provide a high level of customer service and assistance to all ticket related activities including sales, ballpark management and special events
- Staff RF Gate, Center Field Gate, Guest Services and Group Areas/Check-in tables on rotating basis
- Provide strong support for the ticket sales team while partnering with ticket sales directors to assist as needed.
- Provide support for all ticketing needs including the troubleshooting of online digital ticketing needs.
- Recognize opportunities to enhance revenue and customer experiences whenever possible.
- Work shifts at the Front Desk as necessary

Non-Game Days:

Gain knowledge in all aspects of the Clippers Ticketing while assisting in multiple departments including Premium, Group, Single Game, Mini and Flex plans and Season Ticket Memberships. While working in the office you will learn alongside the Clippers staff and help in a variety of roles including: learning the computerized Archtics ticketing system, communicating with customers, making outbound phone calls, answering phones, responding to emails, inputting prospecting data in Excel and any other task as assigned by department directors. Work Special Events in the ballpark. **(Special Events are mandatory)**

Game Days:

Learn and gain knowledge of the ticketing business while providing exceptional service to customers while they are here to have fun. While working games you will gain experience in a variety of operational, customer service and selling roles.

Expectations:

- Adhere to Columbus Clippers organization policies and procedures
- Act as a role model within and outside the Columbus Clippers organization
- Availability to work home games including Nights/Weekends/Holidays

Knowledge, Skills and Abilities:

- Currently pursuing, or have achieved, an undergraduate or graduate degree in Sports Management, Business or related field preferred
- Must have knowledge of Google (Sheets, Docs) and Microsoft Office applications (Word, Excel, Outlook) and internet applications
- Excellent oral and written communication skills. Good grammar, voice and diction
- Ability to learn quickly, adapt to changing situations as necessary and resolve guest issues in real time
- Ability to understand products and services, research and communicate information in a fast-paced environment
- Ability to work 40+ hours per week April 2024 – September 15th 2024
- Flexibility in scheduling is required and will involve evenings, weekends and holidays.

Physical Demands:

While performing the duties of this job, the employee may have to assist in the setup of inflatables, carrying ticket promotion boxes, etc.

Work Environment:

- Work is normally performed in a typical interior/office work environment however employees will have “game-day” responsibilities where the employee may be exposed to weather conditions prevalent at the time.
- Hours will include nights, weekends and holidays.

Please Note:

- This is a seasonal, internship opportunity and no benefits will be provided.
- Paid interns are paid a minimum wage according to state law once gates open.
- Internship is a full time, April 2024 – Sept 15th 2024
- Internship starts with 6 hours of office hours per week February 2024-April 2024