



## **Ticket Operations, Group Sales & Box Office Internships – Multiple Positions**

**Overall Job Description:** This internship position will help in all aspects of the ticket department, including the opportunity to learn how to sell group outings and ticket packages. This position offers an inside perspective of the ticket sales and box office operations and an opportunity to gain valuable skills in the sports industry. This internship provides the opportunity to experience the daily and gameday functions of the Minor League Baseball ticket operations. Ticket Department Interns will work closely with the Ticket staff.

### **Duties and Responsibilities:**

- Learn Glitner Ticketing System
- Assist with the set-up and management of the Dust Devils Box Office
- Print game day tickets through Glitner for sale at the Box Office each game day
- Process online orders via Glitner each game day
- Assist in delivery and organization of nightly Will Call
- Assist with game day phone call-in and walk-up ticket orders
- Assist and resolve any ticket related complications
- Learn and implement group sales opportunities
- Assist in the communication of event information to group contacts
- Help coordinate group initiatives including but not limited to School Night, Faith Night and Scout Night
- Set-Up and maintain Group Areas
- Research new leads for group sales and assist group sales in daily tasks
- Other duties as assigned

### **Expectations:**

- Have FUN!
- Provide the best customer service possible to fans and all other guests at Gesa Stadium
- Represent the Dust Devils in a professional manner, including adhering to the Dust Devils look
- Flexibility – every member of the Dust Devils staff will need to commit to the utmost in flexibility. The daily focus will be on achieving department and team goals in an environment that will likely be changing quickly and constantly