



SPOKANE INDIANS BASEBALL CLUB
TEAM INTERN PROGRAM
APPROXIMATELY MARCH 31ST, 2025 – AUGUST 31ST, 2025

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).

Internship Overview:

The Team Intern will gain valuable knowledge and practical experience in the realm of professional sports as it relates to ticketing, account management, marketing, partnership fulfillment, event management, and stadium operations. Additionally, the internship is designed to assist in the development of time management, teamwork, leadership, communication skills, and customer service. The goal of this internship is to equip each intern with the skills and experience to obtain full-time employment in the sports industry. Notable alumni who have worked for the Indians have gone on to work for the Colorado Rockies, the Seattle Mariners, the Tampa Bay Rays, the Baltimore Ravens, the Portland Trailblazers, Gonzaga University, the University of Oregon, Learfield/IMG, among other places.

General Responsibilities:

- 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. Incredible internal customer service leads to exceptional external customer service.
- Opportunity to experience or assist in several aspects of the Spokane Indians operation including single game ticket sales, ticket account management, community event planning, partnership fulfillment, stadium operations, concessions, merchandise, etc.
- Assist with answering inbound phone calls. These calls will range from general questions about the stadium and team to ordering tickets or customizing ticket packages.
- Gain in-game experience in a fast-paced environment through fulfillment of single game ticket sales and providing exceptional customer service from the Spokane Indians ticket office.
- Opportunity to experience several different types of Spokane Indians promotions (season long, in-game, game-night, etc.) and learn what it takes to successfully execute a promotion.
- Learn the Spokane Indians CRM system (Salesforce) and how to properly maintain account records.
- Learn the Tickets.com (ProVenue) platform.

- Assist with the general maintenance of Avista Stadium. This may include cleaning, painting, setting up stadium signage, etc.
- Learn the basics of the concessions and hospitality department including product ordering and receiving, inventory management, catering fulfillment, point of sale use, product preparation, menu development, and more.
- 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.”

Internship Prerequisites:

- College junior standing or higher as of 9/1/2024
- Available for the majority of the 66 home games with the ability to work nights, weekends, and some holidays such as the 4th of July during the season
- Must be a self-motivated, confident, and people-focused person with the ability to work independently and as part of a team
- A positive attitude, with a desire to learn about career opportunities in sports
- 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 Team Intern will be directly coached by the Vice President – Ticket Services and the Director of Partner Services and will have the opportunity to be mentored by other members of the Spokane Indians management team.

Internship Timeline:

The team internship will start at the end of March and end at the conclusion of the Indians 2025 season (approximately August 31st). The Spokane Indians will work with selected interns on collegiate start/end dates in conjunction with the Spokane Indians schedule. The Spokane Indians ask that the intern communicate their availability and any scheduling issues to the internship supervisors prior to March 1st. Daily time commitment varies based on the Indians schedule.

Team Internship Credit:

This is a paid position at the rate of \$17.50-\$17.50 per hour and can be taken for college credit. Other fun advantages of working for the Spokane Indians include: complimentary tickets, personal and professional development workshops, a team member rate in the Spokane Indians Team Store, team socials, access to the Brett Sports network, and more!

To Apply:

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