



CAROLINA MUDCATS BASEBALL CLUB
1501 NC 39 Hwy, Zebulon, NC 27597
p: (919) 269-2287 • f: (919) 269-4910
carolinamudcats.com

Position Description

Box Office Assistant

REQUIREMENTS: Pursuing or completed four-year college degree seeking entry into sports industry. Candidates must be available to work all games and events throughout the entire 2023 season, which can include long hours for multiple days in a row.

RESPONSIBILITIES: Responsibilities include, but are not limited to...

- Assist the Ticket Operations Department by processing advance ticket sale orders.
- Assist with overseeing game day ticketing staff by ensuring swift customer service to fans.
- Collect and report game day ticket totals.
- Distribute Mudcats information designed to help increase attendance at games and events.
- Aid the overall efforts of the Mudcats in maximizing the collection and use of e-mail addresses and fan data with the goal of selling more tickets to games and events.
- Log fan information and make outgoing calls when you have time to do so.
- Answer the phones at main desk for over the phone ticket sales, transferring of calls and answering questions.
- Other duties as assigned by Manager – Box Office and Mudcats Front Office Staff.
- Pull tarp as needed.

QUALIFICATIONS:

- Availability to work all home games (66 games) and events for the entire 2023 season
- Outgoing personality
- Excellent verbal and written skills
- Ability to multi-task
- Experience with customer service a plus
- Availability to work home games and office hours when the team is away
- Willingness to learn ticket sales

COMPENSATION: This is a paid seasonal position. Housing is not provided.

WORK HOURS: A Minimum of 30 hours per week

IDEAL START DATE: TBD

Please send your resume to:

Jason Leone

jason.leone@carolinamudcats.com



Class A Affiliate of the Milwaukee Brewers