

Full-Time Ticket Sales/Box Office Internship

Overview:

The Sioux Falls Canaries are offering a full-time internship for motivated students eager to gain hands-on experience in independent baseball. This unique opportunity allows you to work behind the scenes with a professional sports organization with the American Association of Professional Baseball, an MLB partner league. Throughout this seasonal, full-time position you'll support our mission to provide a first-class experience and deliver exceptional guest service.

Position Summary:

This internship will mainly support the sales and ticketing department throughout the season but will also be asked to support other departments as needed. This position will include duties related to game day, non-game day, and non-Canaries events as well. The ideal candidate is a strong energetic communicator with the ability to work in a team environment, have an eagerness to learn, and possess the flexibility to adapt to what each day brings with a positive attitude. This is a full-time, paid position beginning May 5th until the end of the Canaries season (mid-September) and will report to the Director of Sales and Ticketing.

Key Responsibilities:

- Assist with call-in and walk-in ticket orders
- Staff ticket window or Will Call booth on each game night as needed
- Coordinate and execute individual group ticket/corporate outings
- Follow-up with groups coming out to The Birdcage to get final ticket counts and food/beverage choices
- Exhibit strong customer service
- Track tasks and orders in the ticket/CRM system with detailed and consistent follow-ups
- Execute cold calls to local businesses and former attendees
- Make customer service phone calls to individual ticket buyers
- Assist with new promotions and theme night ideas to promote ticket sales
- Be the main contact for special requests
- Assist in printing/distributing tickets prior/during to the season
- Assist with delivery of any team materials
- Other duties as assigned
- Consistently hit both sales and touchpoint targets on a daily and weekly basis

Qualifications:

- Pursuing a degree in Communications, Sports Management, Business, Marketing (preferred)
- Enthusiastic, positive attitude with a strong desire to succeed
- Detail-oriented, self-motivated, and highly organized
- Availability for all Canaries home games and select non-baseball events, including extended hours on weeknights and weekends
- Ability to thrive in a team environment
- Strong multitasking and problem-solving skills
- Some heavy lifting may be required
- Comfortable interacting with larger crowds
- Effective written and verbal communication

Application Process: To apply, please send your resume and a brief cover letter detailing your interest in the internship and the unique qualities you bring to the Sioux Falls Canaries to preston@sfcarnaries.com. Priority preference will be given to applicants who apply before December 20, 2024. Applications will be accepted until the position is filled. All applicants will receive confirmation of their submission.