



BOX OFFICE/TICKET AND MARKETING INTERNSHIP

START DATE/COMPLETION DATE:

Part-time: April 2018

Full-time: May to Mid-September 2018

RESPONSIBILITIES:

- Assist in the day to day operations of the ticket office.
- Provide exceptional customer service.
- Assist with general office duties including phone and mail responsibilities.
- Proactively selling ticket packages and groups.
- Maintain group sales and ticket package database.
- Learning, operating and troubleshooting various aspects of the RedHawks ticket office operations.
- Develop a complete working knowledge of the entire RedHawks ticketing system and all ticketing options (individual tickets, season tickets, groups, birthdays, etc.).
- Processing ticket order via window sales, telephone sales and online ticket orders; posting payments and ensuring delivery/pick-up.
- Process daily audits of ticket sales, balancing all monetary transactions.
- Operate ticket window for game night sales, as well as the Will Call window.
- Assist in supervising ticket taker operations on game nights.
- Work closely with Group Sales Coordinator to generate leads, coordinate group events, service clients, and process group event orders.
- Travel around the Fargo-Moorhead area promoting the RedHawks.
 - To be creative in informing the public about upcoming games
 - Using costumes, mascot suit and any other ways possible to gain attention to our product

QUALIFICATIONS:

- Ability to function in fast-paced environment, handle multiple projects, meet deadlines, demonstrate excellent follow-through, and have an understanding of appropriate business etiquette.
- Ability to work in a team setting while maintaining a positive attitude.
- Must be willing to work extended hours
- Must be able to work nights and weekends and able to commit to the entire RedHawks season (May-September).
- Strong verbal and written communications skills, well organized and strong computer knowledge.

COMPENSATION:

- Monthly Salary and other incentives
- School credit (if needed)

HOW TO APPLY:

Mail or e-mail cover letter, resume and three references to:

Isaac Olson

Director of Box Office Operations - Fargo-Moorhead RedHawks

1515 15th Ave. N.

Fargo, ND 58102

iolson@fmredhawks.com

Application Deadline: January 31, 2018 or until positions are filled.