



## GENERAL OPERATIONS 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.
- Learning, operating and troubleshooting various aspects of the RedHawks ticket office operations, as well as understanding all ticket packages (individual tickets, season tickets, groups, birthdays, etc.).
- Processing ticket orders 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.
- Help operate ticket window for game night sales, as well as the Will Call window.
- Work closely with Group Sales Coordinator to generate leads, coordinate group events, service clients, and process group event orders.
- Work with Hospitality Department in setting up and managing pre-game picnics/ party decks
- Assist promotions department in game-to-game operations and pre-game set up
- Prepare playground games/props for each game
- Assist with execution of on-field events
  - Explaining game to contestants (children and adults)
  - Making sure all game day props are working
- Help execute mascot/player appearances in the Fargo-Moorhead area
- Maintain our mascot's social media platforms (Facebook, Twitter, etc.) daily
- Assist in other Social Media platforms for the RedHawks accounts
- Assist with coordinating sponsor events at game
- 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.
- Must be outgoing.

### COMPENSATION:

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

### HOW TO APPLY:

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

Karl Hoium

Director of Promotions - Fargo-Moorhead RedHawks

1515 15<sup>th</sup> Ave. N.

Fargo, ND 58102

[khoium@fmredhawks.com](mailto:khoium@fmredhawks.com)

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