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 and maintain 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.