

## 2019 St. Cloud Rox Ticketing Operations Internship



**Rox Solid FUN!**

The St. Cloud Rox Baseball Club is seeking an enthusiastic individual for a Ticketing Operations Internship for the summer of 2019. The Rox are a proud member of the finest developmental league for elite college baseball players, the Northwoods League. The Northwoods League has over 200 alumni who have gone on to play Major League Baseball. The Rox had nearly 55,000 fans attend games during the 2018 season. During their first seven seasons of existence, the club has been at or near the top of the Northwoods League's North Division in attendance while creating an environment that is entertaining for families of Central Minnesota.

### **RESPONSIBILITIES:** (Reports directly to General Manager. This position starts in May and ends mid/late August)

- Oversees daily ticket office operations in ticket office and ticket booth at ballpark.
- Manages ticket inventory.
- Sells tickets as fans call in or come to the ticket office throughout the day, before and during games.
- Inputs, prints, delivers group tickets as assigned by front office staff.
- Prints online Will Call orders daily and places them in respective Will Call envelopes and drawers.
- Answers office phone throughout the day, assisting with answering questions and taking phone orders.
- Assists General Manager with Rox Reading Program
  - o Filing forms, printing tickets, making reminder phone calls to members, etc.
- Assists Community Relations Intern with Rox Kids Club
  - o Printing tickets, managing Kids Club member lists through Google Docs
- Sets up and takes down ticket booth before and after each home game
  - o Involves moving computer, ticket printers and ticket stock to the ballpark and setting up.
- Becomes well versed with the ticketing system, ballpark and inventory in order to answer any questions fans have either in person or over the phone
- Other duties include but not limited to:
  - o Assists in distributing coupons as fans leave the ballpark.
  - o Helps with post-game clean up, organizing and storing all on-field activities items for the next game and helps store all stools, chairs, tables, umbrellas, etc. in hospitality areas and organizes and stores merchandise for the next game.
  - o Helps distribute 100,000 pocket schedules throughout Central Minnesota

### **QUALIFICATIONS:**

- Self-motivated, detail oriented, very organized
- Strong customer service skills
- Ability to work long hours, nights, weekends, and potential holidays
- Succeed in a team environment
- Multi-task and effectively problem solve in sometimes stressful environments
- Some heavy lifting may apply
- Strong verbal, written, and communication skills
- Knowledge of basic computer skills (Xcel, Word, Outlook, etc.)

To Apply: Please email your updated resume to [info@stcloudrox.com](mailto:info@stcloudrox.com)

We want to see how well you can speak. Please record a short video cover letter introducing yourself, state why you want an internship and anything else you think we should know about you. Show us your personality and why you'll be a good fit. The video cover letter can be emailed to [info@stcloudrox.com](mailto:info@stcloudrox.com) (A written cover letter will be accepted but a video cover letter is preferred)

For any questions please call 320-240-9798 or email [info@stcloudrox.com](mailto:info@stcloudrox.com)