

# **Ticketing**

## **Internship Description:**

An internship within the ticket staff at the Wheeling Nailers aims to provide training and confidence in working with customers, while also developing a high standard for customer service. Basic functions include assisting with ticket office operations including distributing, sales, and accounting of tickets, as well as event support and other office duties.

- Ability to work all Wheeling Nailers home games (when in season)
- Ability to work scheduled office hours
- Passion for working in sports
- Team-oriented
- Strong communication skills via telephone as outbound calls are necessary for this internship

**Below is a breakdown of some of the possible tasks for each semester.**

### **Fall/Spring Internship**

- Assist with online, window, phone, and mail orders for tickets
- Assist with the execution of routine office procedures such as answering the telephone, filing, and typing correspondence
- Assist in preparing mailing lists and sending renewal notices for season ticket members, mini plan members, and groups
- Learn and operate eTix ticketing system
- Keep season ticket accounts up to date in computer system
- Ability to learn ticket sales methodology
- Assist with box office duties when needed
- Go to onsite meetings with account executives when necessary
- Participate in onsite activities designed to increase awareness of the organization

### **Summer Internship**

- Assist with online, window, phone, and mail orders for tickets
- Assist with the execution of routine office procedures such as answering the telephone, filing, and typing correspondence
- Assist in preparing mailing lists and sending renewal notices for season ticket members, mini plan members, and groups
- Learn and operate eTix ticketing system
- Keep season ticket accounts up to date in computer system
- Ability to learn ticket sales methodology
- Go to onsite meetings with account executives when necessary
- Participate in onsite activities designed to increase awareness of the organization