

The Ticket Operations department is dedicated to providing world-class service and delivering unique experiences and benefits to Utah Jazz, Utah Hockey Club, and Delta Center event patrons. The Ticket Operations Intern should expect to assist in furthering the mission of the department and learn aspects of sports and event management, hospitality, relationship management, and service strategies.

The Ticket Operations Intern should expect to work primarily at Delta Center during office hours, Jazz games, Utah Hockey Club games, and events as assigned by the Directors and Account Managers in the department. Specific assignments will be determined by the intern's direct supervisor at the time of hire. Expected hours will range from 6 hours prior to the event start until the box office closes, and some non-event office hours, not exceeding 29 hours per week.

The internship is expected to begin in January and end on May 16, 2025.

DUTIES & RESPONSIBILITIES:

- Assist the department with game night customer service needs.

- Assist with internal ticketing requests, inventory management, and sales.
- Building premium and rental deals through the CRM and ticketing system.
- Responsible for deployment and management of ticket scanning devices.
- Be knowledgeable and familiar with the arena including all premium and non-premium ticketed areas.
- Present yourself in a confident and professional manner in both appearance and personality
- Exhibit a positive and happy attitude that is friendly and contagious to those around you
- Assist the Ticket Operations team in other areas as needed

QUALIFICATIONS:

- Strong interpersonal skills with excellent oral and written communication
- Proficient in Google Workspace, including Google Docs and Google Sheets
- Strong attention to detail and enthusiasm about working in a sports-related field

- Self-starter who is also comfortable with learning and collaborating in a dynamic team environment
- Primary work location will be the Utah Jazz team offices located at the Zions Bank Basketball Campus and at Delta Center
- Physical requirements of the job may include lifting approximately 30 pounds and standing/walking for long periods of time

PHYSICAL DEMANDS:

- This person must be able to communicate and express themselves both written and verbally.
- This person must be able to observe, inspect, estimate, and assess.
- This person must be able to sit, stand, bend, walk, and climb stairs for long periods of time.
- This person must be able to lift 20 lbs.

The Smith Entertainment Group provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type

without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.