



Ticketing Development Internship (Seasonal) with Cincinnati Reds in Cincinnati · OH

Department: Ticket Sales & Service

Job Title: Ticketing Development Internship (Seasonal)

Reports To: Department Directors - Premium, Group, Single Game or Season Membership

FLSA: Hourly, Non-Exempt

Job Purpose: Maximize Pride in Reds baseball by assisting the ticketing department in a variety of roles including gamedays and non gamedays.

Essential Duties and Responsibilities:

We are seeking individuals who are passionate and motivated about learning the sports business. Qualified candidates should be collaborative, adaptable and accountable.

Gameday

- Learn and gain knowledge of the ticketing business while providing Sales and Reds Way service to customers while they are here to have fun.
- While working games you will gain experience in a variety operational, customer service and selling roles.

Non-Gameday

- Gain knowledge in all aspects of the Reds ticketing business while assisting in multiple departments including Premium, Group, Single Game and Season Membership.
- While working in the office you will learn along side of the Reds staff and help in a variety of roles including: learning the computerized ticketing system and CRM, communicating with customers, answering phones, responding to emails, inputting data in CRM/Excel and any other task as assigned by department directors.

Expectations:

- Adhere to Cincinnati Reds organization policies and procedures
- Act as a role model within and outside the Cincinnati Reds organization
- Availability to work home games including Nights/Weekends/Holidays

Knowledge, Skills and Abilities:

- Currently pursuing, or have achieved, an undergraduate or graduate degree in Sports Management, Business or related field preferred
- Must have knowledge of Microsoft Office applications (Word, Excel, Outlook) and internet applications
- Excellent oral and written communication skills. Good grammar, voice and diction
- Ability to learn quickly, adapt to changing situations as necessary and resolve guest issues in real time
- Ability to understand products and services, research and communicate information in a fast-paced environment
- Ticket experience, specifically with Tickets.com is a plus
- Ability to work 40 hours per week April 1st – Sept 26th 2021
- Flexibility in scheduling is required and will involve evenings, weekends and holidays.

Physical Demands:

While performing the duties of this job, the employee is required to sit; use hands; reach with hands and arms; talk or hear; occasionally lift.

Work Environment:

- Work is normally performed in a typical interior/office work environment however employee will have “game-day” responsibilities where the employee may be exposed to weather conditions prevalent at the time.
- Hours will include nights, weekends and holidays.

Please Note:

- This is a seasonal, internship opportunity and no benefits will be provided.
- Paid interns are paid a minimum wage according to state law.
- Internship is a full time, six month position starting April 2021.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The above description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. Additional duties, as assigned, may become part of the job function. The duties listed above are, therefore, a partial representation not intended to be an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

Equal Opportunity Statement:

The Cincinnati Reds are an Equal Opportunity Employer. It is the policy of the Cincinnati Reds to ensure equal employment opportunity without discrimination or harassment on the

basis of race, color, national origin, religion or creed, sex, age, disability, citizenship status, marital status, genetic predisposition or carrier status, sexual orientation or any other characteristic protected by law.