



Ticket Operations/Service Intern – Baltimore Ravens (Baltimore, MD)

A Ticket Office intern is expected to be a self-starter, who possess drive, passion for excellence and enthusiasm for customer service. This organized individual will work a minimum of 35-40 hours per week in a professional NFL team environment, with a focus on customer service, ticket operations and ticket sales. Client care, a passion for sports and a commitment to our fans is imperative, while contributing positively to a collaborative and fun office culture. It is our hope that the knowledge gained from this internship provides great value and experience towards future career endeavors in the sports industry, either with the Ravens or elsewhere.

TIME FRAME: 2 Summer Interns (May 2020 – August 2020) and 2 Annual Interns (May 2020 - May 2021)

EXPECTED HOURS: Each Intern will typically work a minimum of 35-40 hours per week during normal business hours. Hours can increase based on availability, volume of work needed to complete, event schedule and how well the Intern has performed the duties assigned. Hours will increase in conjunction with stadium events and home football games.

DUTIES: Internship duties may change based on the needs to complete a particular assignment but each Intern candidate should be prepared to perform the following:

- **Phone Coverage** – Answering 50-100 incoming telephone calls per day, primarily from current and potential customers related to all facets of stadium events. Customer interactions are expected to be handled in a knowledgeable, helpful, friendly and professional manner. Call volume will be heavier related to stadium events and deadlines.
- **Customer Service** – Interacting with customers as outlined by the Ravens organizational mission, common purpose and quality standards. Provide service via phone, email, web chat, and in-person.
- **Phone Solicitation** - Making up to 50 outbound calls per day to current and potential customers, both in a sales and service capacity.
- **Filing** - Maintaining files on all current customers and processing records in a timely fashion. Proper filing is vitally important when investigating issues related to accounts.

- **Mailing of Ticket-Related Materials** - Packaging and mailing of invoices, tickets, ticket offers, etc. as needed.
- **Order & Payment Processing** – Efficient processing of ticket-related orders for speed and accuracy.
- **Ticket, Pass & Informational Distribution** – Accurate packaging and delivery of season, event, and single game tickets, related passes or applicable information.
- **Account Maintenance** – Keeping account data up to date and accurate using the Ticketmaster Archtics ticketing system and CRM.
- **General Assistance** - Assistance with varying projects as requested.
- **Event Assistance** – Assistance with any stadium events (i.e. games, concerts, *and other special events hosted at M&T Bank Stadium*)

QUALIFICATIONS:

- Strong organizational skills, time management skills and attention to detail required
- Strong verbal and written communication skills
- Ability to work collaboratively with others, establish a rapport and build strong
- **EXPECTATIONS:** The following are general expectations of Ravens Ticket Office Interns:

*Perform duties as outlined by the Ravens Organizational Mission, Common Purpose and Quality Standards provided upon your acceptance to the program.

- *Project a professional image in all interactions with customers and fellow Ravens employees.
- *Arrive on time and perform your duties within your scheduled hours.
- interpersonal relationships
- Availability and willingness to work extended hours, including nights and weekends as well as games and events as necessary
- Microsoft Office, Outlook, Excel, Word, PowerPoint and other related computer skills required
- * Contribute positively to a fun and fast-paced office culture.

COMPENSATION: Hourly rate with limited bonus opportunities.

ATTIRE: Business casual unless otherwise directed.