



INTERNSHIP DESCRIPTION

TICKETING OPERATIONS

INTERNSHIP

SUMMER 2027

Join the St. Cloud Rox Baseball Club for a summer internship to gain vast behind-the-scenes experience in the sports industry. The Rox are an industry leader in fan support, winning, community engagement, staff development, along with consistently creating a ballpark environment that is incredibly entertaining and fun for fans and staff. The Rox have a proven track record of providing interns with hands-on experience and knowledge that will be useful in competing for jobs in the sports industry. Many former Rox interns have obtained a full-time job with sports organizations after their internship. The ideal candidate is enthusiastic, a strong communicator with the ability to work in a team environment, has an eagerness to learn, and possesses the flexibility to adapt to what each day brings with a positive attitude. The Rox will work with you to fulfill requirements for college credit if necessary.

This position starts in May and lasts through mid-August.

Reports to: Vice President

RESPONSIBILITIES

- Oversee daily ticket office operations, ensuring efficient and professional service for fans and customers.
- Manage ticket inventory, and availability to support daily sales and game-day operations.
- Works the ticket window, selling tickets to fans in person and over the phone.
- Process, print, and distribute group ticket orders as requested by front office staff.
- Process daily online will-call orders, organizing tickets in designated envelopes and storage areas for convenient customer pickup.
- Answer incoming phone calls, provide information, respond to customer questions, and process ticket orders.
- Support the Rox Reading Program by organizing and filing program materials, printing tickets, and communicating with participants through reminder calls, texts, and emails.
- Assist with the Rox Kids Club by printing tickets and maintaining accurate membership lists using Google Docs.
- Set up and take down the game-day ticket booth, including transporting and organizing computers, ticket stock, and other necessary equipment at the ballpark.
- Maintain comprehensive knowledge of the ticketing system, ticket pricing, ballpark layout, seating options, and inventory to effectively assist fans and resolve questions.
- Assist with ballpark setup and cleanup before and after games.
- Provide support to other departments as needed, including merchandise operations, ballpark operations, and game-day promotions.
- Perform additional duties and responsibilities as assigned.

QUALIFICATIONS

- Have a positive attitude and provide a strong effort to succeed
- An enthusiastic personality
- Self-motivated and very organized
- Outstanding customer service skills
- Availability to work Rox home games, which includes some nights and weekends
- Succeed in a team environment
- Strong communication skills
- Knowledge of basic computer skills

ROX **SOLID** FUN!

TO APPLY: Send resume and cover letter to internships@stcloudrox.com
Any questions, please call 320-240-9798 or email internships@stcloudrox.com