



This position is a seasonal internship that will provide an in-depth experience into the game day revenue departments of the Norwich Sea Unicorns baseball club, as well as the operations of the ballpark.

This position will work closely with the Director of Concessions and Ticketing Operations along with the rest of the Sea Unicorns Front Office Staff and be an integral part of a successful 2025 season. This part-time internship will start on or about May 15<sup>th</sup> and run through on or about August 15<sup>th</sup> and entails approximately 30-40 hours per week.

#### **MAIN DUTIES**

**1. Assist in Operation of Game Day Box Office Operations**

**Direct Report: Christopher Green, Director of Concessions & Ticketing Operations**

- Assist in oversight of all aspects of the Box Office operation
- Assist in the training and scheduling of seasonal Box Office Staff
- Assist with ticket sales and customer inquiries via phone, email, and in-person
- Provide excellent customer service to all fans
- Assist in revenue reporting and end of game bank drops from the ticketing department

**2. Assist in Operation of Concessions Department**

**Direct Report: Christopher Green, Director of Concessions & Ticketing Operations**

- Assist in all aspects of the food & beverage operation
- Assist in the training and scheduling of seasonal concessions staff
- Assist to ensure all menu items, pricing, and COG are up to date and accurate in point of sale system
- Understand all aspects of the point of sale system including front end sales, suite sales, and menu building
- Check each stand after events to ensure cleanliness
- Stress health and safety measures and enforce rules on seasonal concessions employees
- Provide excellent customer service to all fans
- Assist in revenue reporting and end of game bank drops from the concessions department

**3. Assist in the Merchandise and Parking Departments**

**Direct Report: Heather Bartlett, Assistant General Manager**

- Assist in oversight of Merchandise Store seasonal staff
- Assist in cleanliness and stocking of merchandise store
- Assist in oversight of the online merchandise store
- Understand all aspects of the parking operation and be able to assist in the general parking operation
- Assist in revenue reporting and end of game bank drops from the merchandise and parking departments
- Assist with design and basic layout of merchandise products and the organization and cleanliness of the merchandise store

#### **Qualifications and Requirements**

- Strong customer service skills
- The ability to work as part of a team
- The ability to work in a fast paced environment
- A desire to learn the financial aspects of the sports industry