**Job Description: Director of Ticket Operations**

**Organization**: San Luis Blues / SLO Baseball Alliance, LLC
**Supervisor**: Assistant General Manager
**Term of Employment**: Spring & Summer 2025 (March 1 - August 15)
**Compensation**: $750.00 (Stipend)

# **Internship Summary:**

The Director of Ticket Operations Intern will be responsible for managing all front office and game day ticketing operations for the San Luis Blues Baseball organization during the 2025 season. This role requires a highly organized and motivated individual with the ability to learn quickly in a dynamic and fun environment. The intern will work closely with the Assistant General Manager to ensure smooth and efficient ticketing processes throughout the season.

# **Responsibilities:**

* **Ticketing Operations Management**:
	+ Oversee all ticketing operations during the 2025 season, including sales, pricing, and customer service.
	+ Assist in establishing and enforcing ticket sales pricing, policies, and signage.
	+ Design, print, and prepare tickets for individual games, season passes, and group sales.
* **Marketing and Sales**:
	+ Collaborate with the marketing team to promote individual game tickets to the general public, students, and faculty/staff.
	+ Service and maintain season pass and group ticket accounts for the 2025 season.
* **Game Day Operations**:
	+ Coordinate all game day facility entry operations, including:
		- Managing stadium entrances and ticket sales
		- Overseeing season/player pass lists
		- Generating daily ticket sales and revenue reports using the existing system
		- Backing up all data daily to ensure accuracy and security
* **Collaboration**:
	+ Work in partnership with the Promotional Team to ensure smooth and efficient daily ticket operations.
* **Analysis and Reporting**:
	+ Perform a brief season-end analysis of the 2025 operational plan, identifying successes, failures, and suggestions for future improvements.
* **Additional Duties**:
	+ Execute other duties as assigned by Blues Management to support the overall success of the organization.

# **Qualifications:**

* Currently enrolled in a degree program, preferably in Business, Sports Management, or a related field.
* Strong organizational and communication skills.
* Ability to work collaboratively with a team and handle multiple tasks simultaneously.
* Experience with ticketing systems or event management is a plus.
* Willingness to work evenings, weekends, and holidays as required during the baseball season.
* A positive attitude and a strong desire to contribute to the success of the team.

# **Learning Objectives:**

* Develop skills in ticketing operations, customer service, and event management.
* Gain experience in marketing and promoting sports events.
* Learn to analyze and assess operational effectiveness and suggest improvements.
* Enhance understanding of the sports industry and fan engagement strategies.

# **Application Process:**

Interested candidates should submit a resume and cover letter outlining their qualifications and interest in the position to the [SLO Blues Internship Application](https://forms.gle/Drxv2iUd4kMV4xeQ6) by May 1.