



## **Intern, Corporate Partnership & Ticket Operations**

### **Peterborough Petes Hockey Club**

This is a unique opportunity to work in the sport and entertainment industry as the **Corporate Partnership & Ticket Operations Intern** for the Peterborough Petes Hockey Club, the most storied and longest continuously operating team in the Ontario Hockey League.

The Petes Business Operations team functions like a start-up company, leveraging the team's history of success to elevate the brand. Creativity and entrepreneurialism are expected and necessary attributes for all staff. Each member of the organization plays a key role in, and takes ownership of, the team's accomplishments. As a result, all staff enjoy opportunities for professional and personal development in diverse areas, which helps both the individual and team thrive.

The **Corporate Partnership & Ticket Operations Intern** is a highly motivated member of the Peterborough Petes Business Operations department. The **Intern** is supervised by the **Director of Sales**, and must form exceptional working relationships with all members of the organization, particularly within the Marketing and Sales Departments. The successful candidate will have a keen interest in customer service and relationship building, with the ability to maintain attention to detail across a number of ongoing projects.

The **Intern** is responsible for operational and administrative tasks related to the team's ticket and corporate partnership sales and service. To be successful, the **Intern** must collect, organize, and find creative ways to leverage data and media related to sales.

The Petes are striving to make hockey a place in which everyone feels included and welcome. When we say "everyone", we *mean* everyone. We endeavor to build experiences that work for everyone by including perspectives from backgrounds that vary by race, ethnicity, social background, religion, gender, age, disability, sexual orientation, veteran status, and national origin.

The Petes are committed to creating a diverse and inclusive workforce. We aim to create a workplace that celebrates the diversity of our team members and our community. Our employees thrive when we get this right.



## Responsibilities

The main responsibilities of the **Corporate Partnership & Ticket Operations Intern** are to:

- Input and maintain customer information in a clear and concise manner
- Develop relationships with all members of the sales team to ascertain needs and solve problems accordingly, specifically as they relate to customer service and retention
- Create reports about data trends and implement the resulting ideas to build sales
- Capture, organize, edit and deliver proof of performance reports including photo, video, and written descriptions of corporate partner activations
- Deliver world-class customer service to corporate partners and ticket holders
- Utilize Customer Relationship Management (CRM) software to safely and strategically track and analyze customer data
- Serve as a first-level point of contact for customers and deliver key communication to a variety of stakeholders
- Communicate regularly with sales and marketing representatives to build stronger connections between service and sales
- Attend community events and other team functions in order to build relationships with fans and team members
- Other duties as assigned and agreed upon



## Qualifications and Requirements

*\*Please indicate in your application if you do not meet all of these criteria. The Petes will work with each candidate to ensure they are given access to training or qualification amendments as needed.*

- Working toward the completion of a post-secondary degree or diploma
- Insatiable hunger to learn and improve every single day
- Computer proficiency, with excellent working knowledge of Google's G Suite (Docs, Sheets, Slides, Drive, Calendar, etc.), and working knowledge of Microsoft Office programs
- Proficiency or interest in Customer Relationship Management (CRM) tools, including AudienceView
- Excellent communication skills, and a particularly keen eye for perfection with marketing communication
- A contagious, positive attitude
- Strong time-management and organizational skills
  - Must be able to manage schedule to achieve daily and weekly goals
- Exceptional work ethic, eagerness to learn, professionalism and a passion for the sport industry
- Willingness to work evenings and weekends, including all Peterborough Petes home games, community events, and other team functions
- A valid G-class drivers licence, insurance, and clean driving record
- Ability to thrive as part of a team, and build a team with shared values

## Compensation & Administration

Peterborough Petes Internships are unpaid, but may include bonuses and honorariums relevant to the position and term.

Interns are expected to maintain a healthy work-life balance, and not bound by any limitations with respect to time off. Interns are encouraged to maintain the schedule that best suits their needs, as well as the requirements of their post-secondary program.

The Petes will make any accommodations possible to suit the Intern and put them in the best position to succeed.

This position is available for each of the three traditional placement terms, including the Fall (September to December), Winter (January to April), and Spring/Summer (May to August).

***Please submit a cover letter, resume, and references to [info@gopetesgo.com](mailto:info@gopetesgo.com) referencing the position name in the subject line.***