



Submit Cover Letter, Resume & References to:

Garret Kollin
Urban Plains Center & Metro Sports
Foundation
5225 31st Ave. South
Fargo, ND 58104
garretk@upcenterfargo.org

Position: Ticket Sales & Box Office Intern

Summary:

The ticket sales and box office intern is a critical position to the operation of any event held at the Urban Plains Center. Ticketing and sales is often the first point of contact for customers upon arrival at the building and the fans' experiences there will set the stage for the remainder of their time spent at the UPC. In addition, group sales are instrumental in driving income for Fargo Force and other UPC events. The ticket sales and box office intern will work directly with the ticket department to ensure efficient operation and sales of ticketed events at the UPC. Intern will receive training in both the Filmmaker Pro and Ticketmaster ticketing programs. The ideal candidate will possess a strong desire for exposure to multiple facets of operating sporting and entertainment events. This candidate will also have a strong commitment to learning. **This is technically an unpaid internship with commissionable pay that will begin in late September and last through the end of the season (April or May).** Intern will be paid an hourly for working a ticket window during all events in the building with the exception of high school games and youth tournaments. A 10% commission will be paid on all group sales made by intern. Group sales include sales of 12+ tickets, single-game suite rentals and single-game North or South Club Lounge rentals.

Duties

Operations:

- Operate the provided ticketing software
- Process ticket sales to UPC events in an efficient manner in high-pressure situations
- Manage all mail orders, tickets fulfillment, telephone and single game sales for multiple events

Customer Service:

- Handle complaints in a polite and customer friendly manner
- Assist customers with questions regarding the facility and area

Sales:

- Develop new relationships with possible group sales contacts
- Work with current contacts to purchase group tickets to upcoming events
- Upsell single-game purchasers

Office Management:

- Assist ticket department with the daily operation of the box office and ticket sales
- Answer telephone calls to the box office
- Assist with the preparation of the box office for nightly events
- Work under the direction of the assistant ticketing manager with the ability to open and close box office, process daily reports, organize Will Call and assist with the preparation of financial settlements for multiple events.
- Data entry as needed

Other duties as assigned by supervisor

Others:

1. Yes/No | I have local housing in Fargo, ND.
2. Yes/No | I am pursuing a degree in sales, marketing, communications, public relations or another sports related field.
3. Yes/No | I can commit to 90% of the scheduled events on Friday and Saturday nights.