

## **FC Tulsa Work Experience Program**

**Job Title:** Ticketing Services Intern WEP

Position Type: Internship - For College Credit Hours Only

Semester or Year-Long

Location: On-Site

### **Overview of FC Tulsa (FCT)**

FC Tulsa (FCT) is seeking a Ticketing Services Work Experience Program Participant. As part of the evolving Ticketing Department at FCT, we are seeking to employ an energetic and dynamic intern to assist in our goal of creating long-lasting relationships with our community and fans. Our goal is to provide excellent customer service while creating unique and memorable moments for all FC Tulsa fans. This role would work directly with the Manager, Ticket Operations and Services, and would be a great introduction to the sports industry.

### **Position Purpose**

Under the direction of the Manager, Ticket Operations and Services, the Ticketing Services WEP supports the Ticketing and Premium Services department by assisting with ticket sales, customer retention, and fan experience that have a direct impact on ticketing revenue. The Participant will assume an integral role in the design and implementation of ticketing services.

### **Duties & Responsibilities**

- Service warm inbound ticket leads
- Inventory recording into Club CRM
- Work alongside Ticketing Department in the management of internal inventory tracking
- Weekly surveying of fan experience at FC Tulsa home matches
- Assist in targeted group sales
- Assist in fan experience identification
- Weekly strategy calls with Ticketing Department
- Other duties as assigned

### **Qualifications**

- Participants must be working towards a bachelor's or master's degree in related field and/or training and must certify that they are able to receive college credit from an accredited college or university for their participation.

- Proficiency with Workplace apps such as Docs, Drive, Gmail, and Meet is a must.
- Experience with Adobe Photoshop, Illustrator, and/or InDesign is required.
- Excellent verbal communication skills are required
- Positive attitude and strong work ethic are a must. Must have a “team-first” mentality with an eagerness to learn.
- Should be extremely organized and detail-oriented, with a focus on quality and consistency.
- Ability to work under deadlines and complete tasks in a timely and efficient manner.
- Knowledge of sports/soccer is preferred, but not required.
- If completing the Work Experience Program remotely, participants must have access to a computer or laptop with a reliable internet connection.

*We are an equal opportunity employer and all qualified applicants will receive consideration for the internship without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic prohibited by law.*