



## 2017 TinCaps Internship Positions

The TinCaps are currently accepting resumes, cover letters and references from students that you find to be appropriate to submit to be included for consideration for an internship position with the 2017 Fort Wayne TinCaps.

Interviews will be conducted starting in September and the expectation is to have the internship positions filled by December 15<sup>th</sup>. Please no phone calls in regards to the status of your resume. We will contact all interested candidates for either a phone interview or in-person interview, or update with a letter for your status.

The following is a brief description of the different areas that the Fort Wayne TinCaps hire interns for each season.

- **Ticket Office & Group Sales Internship** – Interns will learn the TinCaps Ticketing System through the Ticket Manager and Assistant Ticket Manager. Interns will assist with potential group sales calls, individual ticket sales calls and walk-up orders. Interns will be responsible for assisting with Single Game Day On-Sale Purchase in mid-February, assisting with the Centerfield Ticket Office and assisting with the game-day ticket office employees. Interns will be responsible for developing and implementing ticket plans and group sales opportunities for the TinCaps through inside and outside sales with follow-up phone calls or emails from individual game-day ticket buyers. Interns will also be required to oversee and implement the TinCaps Birthday Party Packages. Interns will also assist with the Ball State sales class project the TinCaps work with each spring semester with follow ups on ticket orders, tracking sales and visiting the call center in Muncie, Indiana. Interns will also be responsible for customer service calls to current ticket plan holders, helping with the distribution of ticket plans, season tickets and suite books. Also, interns will help resolve and troubleshoot ticket problems, run monetary and ticket reports, and process and invoice for group payments. This position will also have the chance to work with the TinCaps Reading Program. Intern will also attend mascot appearances both as the mascot and as a TinCaps representative. Main contacts during the season are Patrick Ventura and Dan Preuett.



- **Stadium Operations/Grounds Crew Internship** – This position will work with the facility managers to ensure that all areas of Parkview Field are maintained in good, clean, functioning condition. This will be a labor-intensive position with several projects and wide variety of duties on a daily basis. The intern will also assist with the preparation of areas for Special Events on non-game days in the Lincoln Financial Event Center, Protech’s Conference Room, and Suite Level Lounge. This position will also be expected to go on mascot appearances both as the mascot and as the TinCaps Representative. Main contacts for the Facilities Department are Erik Lose and Tim Burkhart.  
During the season on game days, the position will be split between Stadium Operations and Grounds Crew. Expected duties will be to assist the Grounds Crew Department in preparing the field before, during and after each game. Duties include, but are not limited to, bullpen maintenance, batting practice setup, and general grounds maintenance. There will also be additional field maintenance duties on non-game days throughout the season. The main contact for the Grounds Crew is Keith Winter.
- **Food & Beverage Internship** – The TinCaps Food and Beverage Internship Program is a learning opportunity for individuals who seek work experience within the Hospitality and Entertainment industry. Interns will work with the Food & Beverage Department in all aspects of the concession management operations at Parkview Field. This includes ordering, inventory, sales reports, monitoring of sales percentages and all other management responsibilities. In addition, interns will be responsible for overseeing the game-day staff in each area of Parkview Field, ranging from the four main concession stands, the 18 portable food and beverage carts and the main group and picnic locations. Each intern position will be required to work a total of 70 home baseball games, as well as additional special events (concerts, festivals, etc.). Main contact during the season is Nate Seaman.



- **Merchandise Internship** – Intern will work closely with the Merchandise Manager and duties will include assisting with ordering, inventory recaps, stocking of merchandise, sales reports and monitoring sales percentages and per caps for the TinCaps Merchandise Store. Other duties will include assisting and training game-day staffing of both The Orchard Team Store and the Shindigz Fun Zone areas, and assisting with the TinCaps merchandise kiosks around the concourse of Parkview Field on game-days. This position will help in setting up store layouts, and will also be responsible for hiring and scheduling 20+ employees. Other responsibilities include processing online orders and shipping merchandise, personalizing shirts and jerseys, and helping customers in the team store. This position will also be asked to go on mascot appearances both as the mascot and the TinCaps representative. Main contact during the season is Jen Klinker.
- **Marketing, Community Relations & Promotions Internship** – Intern will be responsible for assisting with the coordination of marketing and promotions of the TinCaps in several areas, including local media outlets. This position will be responsible for scheduling and attending all mascot appearances, either as the mascot or as the TinCaps representative. Interns will also assist with implementing and overseeing the TinCaps Friday Night Theme Nights promotions and set up, the TinCaps Apple Corps Kids Club Program, all team donation requests and other marketing efforts as required. Main contact during the season is Morgan Olson.
- Please send all resumes, cover letters and other information to Brent Harring at [Harring@tincaps.com](mailto:Harring@tincaps.com) or Austin Allen at [Allen@tincaps.com](mailto:Allen@tincaps.com)



### **Internship Overview**

- The Fort Wayne TinCaps offer an extensive internship program for college students and recent college graduates to gain valuable knowledge, experience and insight in the field of sports.
- TinCaps Internships are full-time commitments, beginning in February and concluding in mid to late August for students going back to school or the end of September at the conclusion of the TinCaps season. Under certain circumstances, the TinCaps will consider hiring interns to start in May, dependant on previous work history in a related sports field.
- Each season, we expect interns to start in February and work through the end of the TinCaps season. Interns working a full season will gain valuable insight into the daily operations leading up to the start of a season and then learn the aspects of working a game-day schedule.
- Interns should be highly motivated, have a strong interest and desire to work in the sports industry, have an excellent personality, a strong work ethic, good attitude, and the willingness and ability to work long hours, weekends, and holidays, including up to 80 hours in a week.
- The TinCaps will review the progress of each individual intern throughout the season in an effort to cover their strengths and weaknesses within the TinCaps organization and the internship program.
- The purpose of the TinCaps Internship program is to allow students the opportunity to gain a better understanding of the operations of a professional sports organization and selecting an appropriate career.
- The TinCaps strive to utilize all interns to their fullest capabilities based on experience, education, aspirations, work ethic and choice of area they desire.
- In addition to the duties assigned in each internship job description, each intern will also assist with pulling tarp; non-TinCaps game events such as high school baseball games; concerts, private parties and outside events.
- All interns will be required to attend mascot appearances as both a TinCaps representative and as the mascot.
- All interns are expected to work all 70 home games, as well as any special events that may include but aren't limited to concerts and Fort4Fitness.



### **Internship Notes for all interns**

- TinCaps Internship pay for the season will be \$1,000 per month, with the chance of commission for sales positions.
- The TinCaps do not offer any housing. All interns hired will be responsible for finding their own housing in the Fort Wayne area. We will provide a list of apartments for interns and put all hired interns in contact for roommate situations.
- Interns will be responsible for having reliable transportation with the requirements of pocket schedule deliveries and mascot/player appearances.
- Non-game day hours will be from 9:00 AM until 5:00 PM, Monday through Friday, with the possibility of evenings or weekends for TinCaps Player or Mascot Appearances, or the promotion of the TinCaps at Community events.
- On event days, most of which will be TinCaps games, hours expected will be from 9:00 AM until approximately one hour after the event, sometimes as late, or later than 11:00 PM. Interns will be required to work up to 80 hours in a given week during the TinCaps regular season.
- The TinCaps will also implement a weekly schedule of events for interns to plan their schedules accordingly.
- In addition, all interns will be required to assist with the distribution of the TinCaps Pocket Schedules to all areas of Fort Wayne and surrounding communities within a 60-mile radius.
- In addition to position-related responsibilities, interns will also work the TinCaps Guest Service Booth during game days.
- Also, interns will assist with the Boy Scout and Girl Scout Overnight events that the TinCaps hold each year.
- Interns must be available to work full-time, which includes nights, weekends and some holidays during the summer. Exceptions for hires may be made for those students attending local colleges who are still taking classes during the Spring Semester.