



# 2017 New Britain Bees Internships

Updated January 2017

## Paid Internships

### **Seasonal Group Sales Assistant**

The New Britain Bees are accepting resumes for a Group Sales Assistant for the 2017 season. The start date would be as soon as possible and the internship would run through the 2017 New Britain Bees season (Late September/Early October). The Bees are looking for a college graduate to handle multiple responsibilities. The successful candidate will learn all aspects of running a professional franchise, such as: sales, marketing, operations, ticketing, customer service, and more. We are looking for “Work-A-Holics” that aren't afraid to work long hours and get their hands dirty. Previous experience with Sales and usage of Glitnir ticketing system is a plus. The Group Sales Assistant's responsibilities include, but are not limited to:

- Customer service and ticket sales through the box office windows and phone line
- Cold calling companies and introducing them to the season ticket, group ticket, and partial plan packages available with the Bees.
- Face-to-face interaction with customers during games at our ticket window
- Mailings, printings, deliveries, etc.
- Mascot appearances, street team, etc.
- Helping other departments where needed
- Long hours and weekends are the norm

### **Requirements:**

- College graduate with degree in business, sports management, or similar.
- Outgoing and friendly personality with strong communication skills
- Previous sales experience is preferred but not required
- Knowledge of the Glitnir Ticketing system is a plus
- Must maintain highest level of customer service at all times
- Proficient with Microsoft Office
- Previous cash handling experience is preferred
- Must be available to work all New Britain Bees home games and most non-game day Saturdays in the box office. Candidates who are available for all weekdays, including non-game days, will be considered first.

A monthly stipend of \$800 is provided to assist with any out-of-pocket costs (commuting, etc) associated with the position.

### **Box Office Assistant**

The New Britain Bees are accepting resumes for a Box Office Assistant for the 2017 season. The start date would be March and the internship would run through the 2017 New Britain Bees season (Late September/Early October). Candidates must be college graduates who can commit to the whole season. The Box Office Assistant will assist the New Britain Bees ticket staff, especially the Box Office Manager, in box office management and operations. Duties include ticketing, customer service, cash reconciliation, and financial reports, as well as other duties as assigned. As the box office is often the first point of contact for fans, candidates must possess strong customer service skills as well as the ability to work and multi-task in a fast paced

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environment. This position is a paid, seasonal opportunity and candidates must be college graduates (those graduating this year are eligible). Duties include:

- Assist patrons in the box office both during games and during regular business hours by processing ticket orders in an efficient and professional manner
- Responsible for processing individual ticket orders, both in person and on the phone.
- Assist in Supervising and training game day (hourly) staff and box office interns
- Help prepare daily cash reports and deposits, as well as reconcile daily ticket sales
- Will be responsible for opening and/or closing and securing the box office when required
- Perform other duties and responsibilities as assigned

## Requirements:

- Outgoing and friendly personality with strong communication skills
- Previous box office experience is preferred but not required
- Knowledge of the Glitnir Ticketing system is a plus
- Must maintain highest level of customer service at all times
- Previous cash handling experience is preferred
- Must be available to work all New Britain Bees home games and most non-game day Saturdays in the box office. Candidates who are available for all weekdays, including non-game days, will be considered first.

A monthly stipend of \$800 is provided to assist with any out-of-pocket costs (commuting, etc) associated with the position.

## Media Relations Assistant

The New Britain Bees are accepting resumes for a Media Relations Assistant for the 2017 season. The start date would be in March and the internship would run through the 2017 New Britain Bees season (Late September/Early October). This is a full time commitment and the candidate must have already graduated college. Experience in public information, sports information, media relations, public relations and/or event management are a must. Strong writing and verbal skills are essential, as is the ability to work well in a dynamic, small-office environment. The successful candidate should be dependable, able to handle multiple tasks, work long hours (weekends & evenings included), be willing to get his/her hands dirty, and assist the Media Relations Manager in:

- Writing and distributing periodic press releases, fact sheets and media advisories.
- Providing daily statistical updates of text and graphic material on New Britain Bees website, [www.nbbees.com](http://www.nbbees.com)
- Writing daily game notes, game summaries and other daily informational material during the season.
- Acting as a liaison and providing support to media covering the New Britain Bees.
- Writing player bios, assist in layout and production of team yearbook and media guide.
- Managing game operation of press box.
- Interacting with fans in a customer friendly fashion.
- Serving as support staff for all other departments on an “as needed” basis.

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- Other duties as assigned, including: Sales calls, mascot appearances, tarping the field, and much more

## Requirements:

- College degree
- Reliable transportation to and from New Britain Stadium
- Proficiency with Microsoft Office and Adobe Photoshop
- Strong work ethic and burning desire to be successful in the sports industry
- Working knowledge of social media management & platforms
- Good customer service and communication skills.
- Strong organizational and time management skills
- Willingness to work nights and weekends

A monthly stipend of \$800 is provided to assist with any out-of-pocket costs (commuting, etc) associated with the position.

## Merchandise Assistant - New Britain Bees (New Britain, CT)

The New Britain Bees are accepting resumes for a Merchandise/Client Services Assistant for the 2017 season. The start date will be in March and the internship would run through early October. Knowledge of Glitnir & Clover POS systems are a plus, as are experience in retail and customer service. Strong managerial and verbal skills are essential, as is the ability to work well in a dynamic, small-office environment. The successful candidate should be dependable, able to handle multiple tasks, work long hours (weekends & evenings included), be willing to get his/her hands dirty, and assist the Operations Manager in:

- Managing the daily operations of one of the most successful merchandise stores in minor league baseball (register use, financial responsibilities, staffing concerns, etc).
- Preparation of all 'Proof of performance' pieces for sponsors
- Interacting with fans in a customer friendly fashion.
- Learning and teaching customer service and sales skills
- Serving as support staff for all other departments on an "as needed" basis.
- Other duties as assigned, including: Sales calls, mascot appearances, tarping the field, and much more

## Requirements:

- College degree
- Reliable transportation to and from New Britain Stadium
- Proficiency with Microsoft Office
- Strong work ethic and burning desire to be successful in the sports industry
- Good customer service and communication skills.
- Strong organizational and time management skills
- Willingness to work nights and weekends

A monthly stipend of \$800 is provided to assist with any out-of-pocket costs (commuting, etc) associated with the position.

## Operations Assistant

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The New Britain Bees are accepting resumes for an Operations Assistant for the 2017 season. The position will provide an interested and qualified candidate the opportunity to gain valuable experience with an Atlantic League Baseball Team. Qualified candidates, who receive the opportunity to serve as an intern with the ball club, are expected to accentuate and uphold the tremendous reputation that has become synonymous with the Atlantic League.

Candidates will assist the Operations Manager with the following tasks:

- Assist in the training, scheduling and supervision of game day employees in all aspects of customer service, security and game day operations.
- Assist Operations Manager with stadium maintenance as needed.
- Work special events other than baseball games.
- Ensure that New Britain Stadium meets facility cleanliness standards as set forth by management
- Assist with the installation of stadium signage.
- Assist with stadium cleanup, including but not limited to, daily cleaning of high traffic areas, refuse removal and spill cleanup during and after games and special events.
- Operation of power blower and pressure washer to ensure stadium cleanliness standards are met on a daily basis
- Prior knowledge of operating small power tools, hand tools and general measurements helpful but not required.
- Willingness to learn basic maintenance skills mandatory.
- Set up of game day concourse, including entrances, recreation areas (inflatables) and seating area. Break down of stadium after event completion.
- Assist with ballpark set up and breakdown.
- Assist with tarp duties as necessary.
- Work special events other than baseball games.
- Other Duties as Assigned

## Requirements:

- Must be willing to work shifts on holidays, weekends and weeknights that will extend later in the evening than other types of jobs.
- Must be willing to cooperate and work well with others areas of the organization.
- Must be able to interact and work closely with customers.
- Must be able to pay close attention to detail.
- Basic computer skills, including ability in Microsoft Office
- Working outside in a variety of weather conditions. (i.e. sun, rain, cold, wind and possibly snow)
- Duties will be in various parts of the stadium, which are not always in view of the game.
- Candidates with a Bachelors Degree or other higher education will be given stronger preference.

A monthly stipend of \$800 is provided to assist with any out-of-pocket costs (commuting, etc) associated with the position.

**Promotions Assistant - New Britain Bees (New Britain, CT)**

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The New Britain Bees are accepting resumes for a Promotions Assistant for the 2017 season. The start date would be March and the internship would run through the 2017 New Britain Bees season (Late September/Early October). Candidates must be college graduates who can commit to the whole season. This is an excellent opportunity for college graduates who want to get into the sports industry. The successful candidate should be dependable, able to handle multiple tasks, work long hours (weekends & evenings included), be willing to get his/her hands dirty, and assist in:

- Running a professional franchise, including sales, marketing, operations, ticketing, customer service, and more.
- Coordination and execution of all game day promotions, scoreboard displays, Kids clinics, street team events, Mascot Day, heavy customer service/fan interaction, sales and much more.
- Other duties as assigned

## **Requirements:**

- Strong work ethic and burning desire to be successful in the sports industry
- Strong personality and ability to handle multiple tasks simultaneously
- Good customer service and communication skills.
- Strong organizational and time management skills
- Willingness to work nights and weekends
- Working knowledge of Microsoft Office
- Photoshop/Adobe Creative Suite experience required
- Video experience, including filming and editing

A monthly stipend of \$800 is provided to assist with any out-of-pocket costs (commuting, etc) associated with the position.

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# 2017 New Britain Bees Internships

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## For-Credit Internships

### **Business Management Internship - For Credit - New Britain Bees (New Britain, CT)**

The New Britain Bees are accepting resumes for a FOR CREDIT Business Management Intern for Summer 2017. The start date would be in March and the internship would run through the 2017 New Britain Bees season (Late September/Early October). Candidates must be current college students and must be able to dedicate a significant amount of time to the internship. THIS IS A FOR CREDIT INTERNSHIP ONLY. Strong writing and verbal skills are essential, as is the ability to work well in a dynamic, small-office environment. The successful candidate should be dependable, able to handle multiple tasks, work long hours (weekends & evenings included), be willing to get his/her hands dirty, and assist the business and finance department in:

- Assisting in entering ticket order contracts and sponsorship contracts
- Assisting in creation of monthly financial statements
- Meet with managers to review financial results.
- Review invoices and expense reports for proper documentation, accuracy and approvals
- Establish and maintain strong relationships with colleagues in all departments in order to effectively identify their needs and seek full range of business solutions.
- Process monthly payments for sales & use tax.
- Produce purchase orders
- Purchase office supplies
- Other duties as assigned

### **Requirements:**

- Strong work ethic and burning desire to be successful in the sports industry
- Good customer service and communication skills.
- Strong organizational and time management skills
- Willingness to work nights and weekends
- Working knowledge of Microsoft Office and Quickbooks
- Must provide own laptop

### **Client Services Internship - For Credit - New Britain Bees (New Britain, CT)**

The New Britain Bees are accepting resumes for a FOR CREDIT Client Services Intern for the 2017 season. The start date would be as soon as possible and the internship would run through the 2017 New Britain Bees season (Late September/Early October). Candidates must be current college students. THIS IS A FOR CREDIT INTERNSHIP ONLY. Strong writing and verbal skills are essential, as is the ability to work well in a dynamic, small-office environment. The successful candidate should be dependable, able to handle multiple tasks, work long hours (weekends & evenings included), be willing to get his/her hands dirty, and assist the Corporate Sales Manager in:

- Summarizing contracts to ensure that sponsor needs are met
- Servicing sponsor accounts
- Sales and customer service calls and communications
- Assist in preparing proof of performance after each game and the season

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- Other duties as assigned, including: mascot appearances, tarping the field, and more.

## Requirements:

- Strong work ethic and burning desire to be successful in the sports industry
- Good customer service and communication skills.
- Strong organizational and time management skills
- Willingness to work nights and weekends
- Working knowledge of Microsoft Office
- Must provide own laptop

## Corporate Sales Internship - For Credit - New Britain Bees (New Britain, CT)

The New Britain Bees are accepting resumes for a FOR CREDIT Ticket Sales Intern for Summer 2017. The start date would be in March and the internship would run through the 2017 New Britain Bees season (Late September/Early October). Candidates must be current college students and must be able to dedicate a significant amount of time to the internship. THIS IS A FOR CREDIT INTERNSHIP ONLY. Strong writing and verbal skills are essential, as is the ability to work well in a dynamic, small-office environment. The successful candidate should be dependable, able to handle multiple tasks, work long hours (weekends & evenings included), be willing to get his/her hands dirty, and assist the corporate sales department in:

- Assist in the direct sales of partnership and advertising packages utilizing all mediums available, as well as creating new ones.
- Assist in generating and developing new business through leads lists, name collection activities, cold calls, networking events, speaking engagements, etc.
- Maintain a high standard of integrity during the sales and service process with each Corporate Partner or potential Corporate Partner.
- Ensure the fulfillment aspect of all partnership accounts.
- Keep accurate sales files, customer services files, call reports, appointment schedule reports, prospects reports, etc. Maintain weekly communication on all activity reports.
- Prepare sales proposals.
- Learn partner objectives, sales, marketing & community development initiatives as well as hot buttons related to partner needs, wants and likes and dislikes.
- Be eyes and ears for team and partnership relationships. Communicate to appropriate staff; attend off site functions and meetings for and with team & partners objectives in mind.
- Consistently promote team and seek to develop business relationships.
- Databasing and data entry
- Maintain accurate, organized, detailed and up to date records, files, databases, contacts and budgets.
- Other duties as assigned

## Requirements:

- Strong work ethic and burning desire to be successful in the sports industry
- Good customer service and communication skills.
- Strong organizational and time management skills
- Willingness to work nights and weekends
- Working knowledge of Microsoft Office

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- Must provide own laptop

## **Graphic Design & Media Production Intern - For Credit - New Britain Bees (New Britain, CT)**

The New Britain Bees accepting resumes for a graphic design intern for the 2017 Season. The start date would be early March and the internship would run through the 2017 New Britain Bees season (Late September/Early October). Candidates must be current college students. **THIS IS A FOR CREDIT INTERNSHIP ONLY.** Knowledge of Photoshop is a requirement, and website and social media skills will be strongly considered. The ability to work well in a dynamic, small-office environment is paramount. The successful candidate should be dependable, able to handle multiple tasks, work long hours (weekends & evenings included), be willing to get his/her hands dirty, and assist the Media Relations Manager in:

- Assist in design, layout and production of all Bees print and online communications and sales materials (yearbook, pocket schedule, player inserts, sales and marketing materials, etc.)
- Assist in the design and creative development of Bees print, television, and online advertising campaigns
- Coordinate with the social media department on graphic needs
- Coordinate with the ticket department on forms, flyers and other graphics
- Photography and filming during game nights and player/mascot community appearances
- Create and/or edit promotional video clips of game highlights and interviews
- Creation of videos and PSAs on project based requirement • Creation and maintenance of video and audio library
- Player interviews
- Production of most video media for the Bees website and social media
- Creation of GIFs and other multimedia for use on social media
- Other duties as assigned

### **Requirements:**

- Adobe Photoshop/Creative Suite experience
- Basic Final Cut skills are a plus, but not required
- Must be able to attend required home games
- Working knowledge of iMovie or comparable movie software
- Owning a camera is preferable but not required
- Ability to work all Bees home dates at a minimum
- Knowledge of social media posting techniques
- Must provide own laptop and equipment necessary for the position
- Availability for a majority of work days starting in early March

## **Merchandise Internship – For Credit - New Britain Bees (New Britain, CT)**

The New Britain Bees are accepting resumes for a Merchandise Intern for the 2017 Season. The start date would be December or January and the internship would run through the 2017 New Britain Bees season (Late September/Early October). Candidates must be current college students and must be able to dedicate a significant amount of time to the internship. **THIS IS A FOR CREDIT INTERNSHIP ONLY.** Knowledge of Glitnir & Clover POS systems are a plus, as

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are experience in retail and customer service. The successful candidate should be dependable, able to handle multiple tasks, work long hours (weekends & evenings included), be willing to get his/her hands dirty, and assist the Operations Manager in:

- Managing the daily operations of one of the most successful merchandise stores in minor league baseball (register use, financial responsibilities, etc).
- Interacting with fans in a customer friendly fashion.
- Learning and teaching customer service and sales skills
- Serving as support staff for all other departments on an “as needed” basis.
- Other duties as assigned, including: Sales calls, mascot appearances, tarping the field, and much more

## Requirements:

- Reliable transportation to and from New Britain Stadium
- Proficiency with Microsoft Office
- Strong work ethic and burning desire to be successful in the sports industry
- Good customer service and communication skills.
- Strong organizational and time management skills
- Willingness to work nights and weekends
- Must provide own laptop

## Promotions Intern - For Credit - New Britain Bees (New Britain, CT)

The New Britain Bees are accepting resumes for multiple FOR CREDIT Promotions Interns for Summer 2017. The start date would be March and the internship would run through the 2017 New Britain Bees season (Late September/Early October). Candidates must be current college students. THIS IS A FOR CREDIT INTERNSHIP ONLY. This is an internship that will include extensive training for the benefit of the interns and will work under close supervision of the department head. This is an excellent opportunity for college students who wants to get into the sports industry.

The successful candidate should be dependable, able to handle multiple tasks, work long hours (weekends & evenings included), be willing to get his/her hands dirty, and assist in:

- Running a professional franchise, including sales, marketing, operations, ticketing, customer service, and more.
- Coordination and execution of all game day promotions, scoreboard displays, Kids clinics, street team events, Mascot Day, heavy customer service/fan interaction, sales and much more.
- Other duties as assigned

## Requirements:

- Strong work ethic and burning desire to be successful in the sports industry
- Strong personality and ability to handle multiple tasks simultaneously
- Good customer service and communication skills.
- Strong organizational and time management skills
- Willingness to work nights and weekends
- Working knowledge of Microsoft Office
- Photoshop/Adobe Creative Suite experience required
- Video experience, including filming and editing
- Must provide own laptop and equipment for the position

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## **Social Media & Journalism Intern - For Credit - New Britain Bees (New Britain, CT)**

The New Britain Bees are accepting resumes for a FOR CREDIT Social Media & Journalism Intern for the 2017 season. The start date would be as soon as possible and the internship would run through the 2017 New Britain Bees season (Late September/Early October). Candidates must be current college students. **THIS IS A FOR CREDIT INTERNSHIP ONLY.** Knowledge of website maintenance and Photoshop is a plus, as are experience in journalism, sports information, media relations and public relations. Strong writing and verbal skills are essential, as is the ability to work well in a dynamic, small-office environment. The successful candidate should be dependable, able to handle multiple tasks, work long hours (weekends & evenings included), be willing to get his/her hands dirty, and assist the Media Relations Manager in:

- Assisting in the creation of all Bees written articles
- Writing and distributing periodic press releases, fact sheets and media advisories.
- Providing no fewer than 3 feature stories on New Britain Bees website, [www.nbbees.com](http://www.nbbees.com), each week
- Interacting with fans in a customer friendly fashion.
- Serving as support staff for all other departments on an “as needed” basis.
- Video and audio interviews on an as-needed basis
- Keeping an up to date list of story pitches for the Media Relations department as well as the local and national media
- Creation of innovative ways to gain media coverage for the Bees, in conjunction with the Bees Media Relations department
- Coordination with the graphic design and media relations departments on the successful posting of stories
- Create editorial and content calendars
- Continuously improve Social Media by capturing and analyzing appropriate social data/metrics, insights and best practices, acting on the information
- Develop innovative and creative media content across social media platforms
- Propose creative strategy in collaboration with Media Relations manager
- Create and maintain relevant Social Media Accounts
- Setup daily tasks and activity for all Social Media outlets
- Keep track of Social Media trends and competition
- Deliver monthly reports with statistics and results for each account
- Other duties as assigned

### **Requirements:**

- Demonstrate expertise in the use of social media platforms, including Twitter, Facebook, YouTube, Instagram, Snapchat, and LinkedIn.
- Proficient in Microsoft Office, Adobe Photoshop, and content management systems
- Video editing skills a plus, but not required
- Detail-oriented and organized, able to handle multiple projects simultaneously.
- Must be a strong writer with demonstrated strong analytical skills including Google Analytics and analytics tools from various social media platforms.
- Understand the concept behind Bees’ social identity and online voice
- Able to make creative suggestions in the interest of the organization

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- Excellent written communication skills with emphasis on proofreading and grammatical accuracy
- Must provide own laptop

## **Ticket Sales Internship - For Credit - New Britain Bees (New Britain, CT)**

The New Britain Bees are accepting resumes for multiple Ticket Sales Interns for the 2017 Season. The start date would be December or January and the internship would run through the 2017 New Britain Bees season (Late September/Early October). Candidates must be current college students and must be able to dedicate a significant amount of time to the internship. **THIS IS A FOR CREDIT INTERNSHIP ONLY.** Strong writing and verbal skills are essential, as is the ability to work well in a dynamic, small-office environment. The successful candidate should be dependable, able to handle multiple tasks, work long hours (weekends & evenings included), be willing to get his/her hands dirty, and assist the ticket sales department in:

- Contribute to the team growth in season ticket, partial season ticket and group ticket revenue
- Prospecting new customers, and maintaining solid relationships with current clients
- Providing quality, professional customer service to accounts
- Conducting appointments with prospective clients
- Representing the team at marketing and networking events
- Cultivating relationships with current clients for referral leads
- Creatively developing new ways to boost attendance of the team
- Databasing and data entry
- Other duties as assigned

## **Requirements:**

- Strong work ethic and burning desire to be successful in the sports industry
- Good customer service and communication skills.
- Strong organizational and time management skills
- Willingness to work nights and weekends
- Working knowledge of Microsoft Office
- Must provide own laptop

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