Dear Applicant:

Thank you for your interest in an internship with the Wisconsin Timber Rattlers.

It is our goal to provide you with hands-on experience and knowledge useful in competing for jobs in the baseball industry, beginning with Minor League Baseball. We will also work with you to fulfill requirements for college credit if necessary. Our internships are a great learning opportunity where previous experience is not always necessary.

Timber Rattlers seasonal **internships typically start during the spring semester (January/February start date strongly preferred) and extend through the end of the season (late August to early September)**. The baseball season officially begins in early April. Qualifications are based on ability, desire, work ethic and a commitment to make the most of the experience. Internships are geared to educate about the entire business of Minor League Baseball. Our interns are placed in different fields and rotate through **five** departmental positions throughout the season: Ticket Sales Intern 1, Ticket Sales Intern 2, Community Relations Intern, Stadium Operations/Concessions Intern and Retail Intern. The following pages describe these positions and the job duties that accompany them.

Timber Rattler interns receive a salary of $1200/month and are expected to maintain a **very challenging** schedule throughout the internship. Hours will range from 40 to 90 per week, depending on home game and special event schedules. Interns are expected to be at all home games as well as play key roles in executing special events taking place at Time Warner Cable Field at Fox Cities Stadium including, but not limited to, the WIAA State Baseball Tournament and the NCAA Division III World Series. Comp time can be earned throughout the season to help alleviate the challenging schedule.

If a career in sports is what you desire, an internship with a sports team can be a great benefit. Not only is it an important step professionally, but it’s also a great way to build relationships and network in a fun, fast-paced and exciting environment. Past interns have used their experience with the Wisconsin Timber Rattlers to go on to bigger and better things internally, with another team or in a desired field of interest.

Please take a moment to review the following internship position descriptions available for 2013. If you are interested in moving forward with the application process, please submit a cover letter and resume by email to aceranski@timberrattlers.com. Applications will be accepted until all positions are filled.

Thank you for your interest in the Wisconsin Timber Rattlers and best of luck in all future endeavors!

Sincerely,

Angie Ceranski  
Vice President of Marketing  
Wisconsin Timber Rattlers  
aceranski@timberrattlers.com
TICKET SALES INTERN – TWO (2) ROTATIONS

The Timber Rattlers box office is responsible for the sale and distribution of individual tickets at Time Warner Cable Field. 
*Interns in Ticket Sales rotations are required to work additional weekend hours.*

Position Responsibilities:
- Season Tickets & Ticket Packages
  - Assist with pre-season ticket distribution.
  - Assist with package holder exchanges throughout the season.
- Selling – Outgoing Calls
  - Place outgoing sales calls to generate ticket sales as instructed by box office manager.
- Receive and process incoming ticket sales orders (phone, web, mail, etc.)
- Inform and instruct fans about ticket policies and stadium policies.
- Operate will-call and ticket windows during home games.
  - Handling cash, checks, credit cards, etc.
  - Balancing cash drawers at close of business.
- Perform variety of ticket department duties (processing, mailing, data entry, etc.).
- Contribute to planning and carrying out of specialty or themed nights.
- Develop game program content including: player interviews, editorial, special interest stories, etc.

Skills/Qualifications:
- Strong customer service skills and ability to professionally interact with fans.
- Experience with proper phone etiquette.
- Ability to multi-task and work in a fast-paced environment while staying organized.
- Problem solving and conflict management.

COMMUNITY RELATIONS

The Community Relations Department is responsible for fostering relationships between the Timber Rattlers and the community. The Group Sales Department is responsible for coordinating outings for any group of 20 or more guests including corporations, little league teams, church groups, birthdays, etc.

Position Responsibilities:
Community Relations
- Assist with execution of community appearances involving players and/or mascot.
- Oversee implementation and execution of fan clubs.
- Manage registration and execution of kids camps.
- Assist with preparation and execution of on-field contests as needed.
- Develop game program content including: player interviews, editorial, special interest stories, etc.
- Handle media requests for player/staff interviews following games.
- Assist with planning and coordination of special events and theme nights.

Group Sales
- Manage Birthday Party reservations and game day execution.
- Assist Group Sales department with set up/tear down of picnic areas as needed.

Skills/Qualifications:
- Strong interpersonal communication skills.
- Ability to professionally interact with and relate to fans.
- Ability to multi-task and work in fast-paced environment.
- Strong organization and event management skills.
- Strengths in writing and editing are a plus.

Aside from the above stated duties, interns will be required to attend all staff meetings and assist the front office staff whenever needed. Other duties could include: distribution of giveaways / programs / exit greeting items, pulling tarp, delivering and picking up mail, assisting with special events, theme night planning and execution, customer service, answering phones, general office duties, and, if needed, playing the role of mascot.
The Timber Rattler Operations Department ensures that Time Warner Cable Field at Fox Cities Stadium is maintained in good working order. The Concessions Department handles all responsibilities related to acquisition and distribution of food and beverage for all game day and special events held at the ballpark.

**Position Responsibilities:**
- Maintain a clean and safe facility for everyone that enters the complex.
- Perform general stadium upkeep tasks including, but not limited to:
  - Routine organization of storage areas
  - Upkeep of outside landscape and common areas
- Maintain appropriate cleaning and supply levels
- Receive and properly store food and beverage shipments.
- Game day preparations:
  - Water coolers to dugouts and bullpens
  - Pickup player/staff meals
  - Prepare main gate area
- Assist with the execution of special events including: high school baseball games, charity events, concerts, etc.
- Develop group sales specialty nights as assigned (planning, marketing, sales, execution).

**Skills/Qualifications:**
- Capable of managing multiple tasks simultaneously.
- Ability to work effectively in unsupervised settings.
- Experience working with basic hand and power tools a plus.
- Strong customer service skills.
- Experience with proper phone etiquette and fan interaction.

Aside from the above stated duties, interns will be required to attend all staff meetings and assist the front office staff whenever needed. Other duties could include: distribution of giveaways / programs / exit greeting items, pulling tarp, delivering and picking up mail, assisting with special events, theme night planning and execution, customer service, answering phones, general office duties, and, if needed, playing the role of mascot.

The Timber Rattler Retail/Merchandise Department is responsible for the Team Store. The Team Store is a year-round retail operation that includes merchandise design, selection, presentation, inventory, sales and fulfillment.

**Position Responsibilities:**
- Assist customers in team store throughout the day including sales and customer service.
- Oversee post-game Team Store close-out (cash handling, drawer balancing, etc.).
- Assist with maintenance of Team Store website as needed including:
  - Photo editing and posting
  - Ongoing updating of available products/merchandise
  - Fulfill online merchandise orders
- Ensure appropriate inventory/stock levels.
- Develop game program content including: player interviews, editorial, special interest stories, etc.
- Inquire with the Retail Manager as to any projects that need to be accomplished.

**Suggested Skills:**
- Capable of managing multiple tasks simultaneously.
- Strong organizational and customer service skills.
- Knowledge of Adobe Photoshop, Illustrator or InDesign a plus.

Aside from the above stated duties, interns will be required to attend all staff meetings and assist the front office staff whenever needed. Other duties could include: distribution of giveaways / programs / exit greeting items, pulling tarp, delivering and picking up mail, assisting with special events, theme night planning and execution, customer service, answering phones, general office duties, and, if needed, playing the role of mascot.