



## Internship Description

**Business:** Indoor Sports Facility

**Internship Title:** Operations Assistant

**Reports To:** Operations Manager

**Hours Per Week:** Part Time Internship - Average 10 hours per week - 200 hours per indoor season

Sahlen's Sports Park seeks a highly-motivated, self-starter to assist in the day-to-day operations of its 180,000 square foot indoor multipurpose sports facility. Job duties would include but are not limited to; assisting in the daily operations of the SSP's facility, with an emphasis placed on providing excellent customer service, ensuring control is exercised safely, reporting to and assisting the Operations Manager on duty with facility maintenance and several administrative duties, and contributing to building the SSP brand through social media, flyers, and website management.

### Operations:

- Responsible for the delivery of services provided at the facility
- Ensure areas of responsibility run productively and efficiently, always attempting to minimize downtime
- Ensure rentals, leagues and all programs are running on time and in an efficient manner during business hours
- Customer Service; answer phones, assist guests with customer service needs including team/player registration and payment
- Provide a safe environment for all customers, guests and employees
- Maintain proper sanitation standards that meet federal and state regulations
- Present the facility to the public with exceptional cleanliness and in an organized, well maintained manner at all times

### Administration, Marketing & Customer Service Duties:

- Assist in creating schedules for tournaments, leagues and rentals to maximize revenue and customer satisfaction
- Grow customer database; renew returning/annual customers
- Assist in maintaining website, including but not limited to: updating league/tournaments' scores, program/event information and upcoming features
- Build brand awareness of SSP throughout the sports community

- Aid in the development of SSP's social media content by capturing photos, videos, Boomerangs, etc.
- Customer Service; answer phones, assist guests with customer service needs including team/player registration and payment

**Skills and Attributes:**

- Highly self-motivated with a desire to be successful
- Excellent verbal communication skills
- Ability to organize and prioritize tasks
- Positive attitude and great work ethic
- Must have excellent interpersonal and problem-solving skills
- Ability to work well within a team environment
- Flexibility to work weekends and nights
- Assist in all areas when needed

**Requirements:**

- Sport Management Major Preferred
- Nights and Weekends - November through April
- Internship may be completed for credit hours

**\*\* Sahlen's Sports Park is only looking to fill 2-3 internship positions for the 2018/19 indoor season (Nov-April)**

**\*\*\* Prospective candidates please email Evan Ryan, Operations Manager your resume and cover letter to [evan.r@sahlensportspark.com](mailto:evan.r@sahlensportspark.com).**