



## SWSE Internship: Ticket Operations

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**Department:** SWSE Tickets (Wolves, Spartans, Five, Cyclones & Live Events)

**Reports to:** SWSE Manager, Tickets & Fan Experience

**Location:** Sudbury Office – Not Remote

### Summary:

The SWSE team delivers the best sports entertainment in Greater Sudbury with the Wolves, the Five, the Spartans, and the Cyclones. We are looking for innovative team members ready to take the best entertainment brands in the city to the next level. Join an organization that values bold ideas, professional growth, and employee wellness.

SWSE is seeking a detail-oriented and enthusiastic Ticket Operations Intern to join our team. This role offers a unique opportunity to gain hands-on experience in ticketing operations within the sports and entertainment industry. The intern will assist in various aspects of ticket sales, customer service, and event day operations, working closely with the ticketing department to ensure efficient and smooth processes. This is an excellent opportunity to learn the behind-the-scenes operations that drive fan attendance and engagement.

### Responsibilities:

- **Ticket Sales Support:** Assist with ticket sales for sporting events, concerts, and entertainment experiences, including processing orders, attending various events and ensuring accuracy in transactions.
- **Customer Service:** Provide excellent customer service to fans and patrons, addressing inquiries, resolving ticketing issues, and enhancing the overall fan experience.
- **Event Day Operations:** Assist in the setup and execution of ticketing operations on event days, including managing will-call, coordinating with the box office team, and resolving ticket-related concerns.
- **Data Entry & Reporting:** Maintain and update the ticketing database, ensuring accurate records of ticket sales, seat inventory, and attendance. Generate reports to track sales trends and operational performance.
- **Inventory Management:** Monitor and track ticket inventory, ensuring seat availability is managed efficiently for all events.
- **Cross-Department Collaboration:** Work closely with the marketing, sponsorship, and operations teams to support promotions, group sales, and partnerships that affect ticketing.
- **Process Improvement:** Identify areas for process enhancements within the ticketing department and contribute ideas for improving the ticket purchase journey for fans.
- **Administrative Support:** Provide support with scheduling, coordinating meetings, and assisting with other ticket operations tasks as needed.

SW SPORTS AND ENTERTAINMENT INC.

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### Qualifications:

- Currently pursuing a degree in Business, Sports Management, Operations Management, or a related field.
- Passion for sports and entertainment, with a strong interest in ticketing operations.
- Strong customer service skills and an ability to resolve issues in a fast-paced environment.
- Proficiency in Microsoft Office (Excel, Word, PowerPoint).
- Excellent communication and teamwork skills, with attention to detail.
- Ability to handle multiple tasks and work efficiently under deadlines.
- Previous experience or internships in ticket sales, customer service, or event operations is a plus.
- Valid G driver's license.

### Commitment:

- A minimum of 35 hours/week during standard office hours
- In addition to working long and unpredictable hours on weekdays, weekends, and holidays as needed.

Sudbury Wolves Internships are unpaid; however, an honorarium may be awarded at the end of the term relevant to the position.

This position is available over three school placement terms, including the Fall (September to December), Winter (January to April), and Spring/Summer term (May to August).

**All those interested are encouraged to submit their resume and a short-written response, summarizing your interest in the role and ambitions to: [andrea.zulich@swse.ca](mailto:andrea.zulich@swse.ca)**

**Please also indicate the term interested in. We thank all applicants for their submission, however only those moving forward in the process will be contacted.**

### About SWSE:

SW Sports & Entertainment (SWSE) is a vibrant, innovative organization that boasts a wide array of thrilling entities. This includes the Sudbury Wolves Hockey Club, Sudbury Five Basketball Club, Sudbury Spartans Football Club, Sudbury Cyclones Soccer Club, Greater Sports Branded Apparel, Out of Home Sudbury Advertisement, SW Food & Beverage and our promotions company. Our mission is rooted in bringing world-class sports, entertainment, and events to the Greater Sudbury region. We pride ourselves on providing unforgettable experiences to our fans and the community. As a part of the SWSE team, you'll have the opportunity to thrive in a fast-paced, exciting environment. Our organization offers endless potential for growth and professional development, working alongside a team of talent!

