



## CALGARY SURGE SUMMER INTERNSHIP PROGRAM

**Position:** Business Operations Intern (multiple positions)

**Status:** Full-time, Seasonal

**Location:** In-person (Calgary, AB)

**Start Date:** April 2026

At the Calgary Surge (REAL Entertainment & Culture Inc.), our mission is to reflect, entertain, and unite the city through the power of basketball and the arts. Our job is to consistently create authentic and engaging entertainment experiences and evoke pride in all who call Calgary home. We are a professional basketball team that represents the height of the sport in our city and are committed to growing the game across all four corners of the city. We are passionate about pushing the boundaries of convention as we serve increasing numbers of Calgarians, sports and arts and culture organizations, and corporate brands as the city's *Home Team*.

### About the Calgary Surge Professional Basketball Club

The Calgary Surge tipped off their inaugural season at WinSport Event Centre in May 2023, after originating the Guelph Nighthawks, one of the founding members of the Canadian Elite Basketball League (CEBL). The Surge are active members of the community and have participated in a few hundred events (and counting) around the city that connect the team with diverse communities through sport, entertainment, and arts and culture. Over three seasons, the Surge have three straight CEBL Championship Weekend appearances, were crowned Western Conference Champions in 2023 and 2025, hold the league's single game attendance record, and have sent over 6500 deserving kids and families to their games for free.

### About the Canadian Elite Basketball League (CEBL)

Created by Canadians for Canadians, the Canadian Elite Basketball League (CEBL) is dedicated to developing Canadian players, coaches, referees, and sports executives. In 2025, the league featured a record 17 players with NBA game experience, and nearly 70 per cent of its rosters were Canadian — the highest of any professional league in the country. Players also bring experience from the NBA G League, top international leagues, the Canadian National Team program, NCAA, U SPORTS, and CCAA. Nearly 40 players have signed NBA contracts following a CEBL season, and many others attend NBA G League training camps each year. The season runs from May through August, with games broadcast live on CEBL+ powered by Tonybet, TSN, TSN+, RDS, Game+, and Next Level Sports & Entertainment in the U.S.



## Job Summary

The Operations Intern has the responsibility of supporting the day-to-day operations of the organization, particularly as it relates to the core functions of business administration, general/gameday operations, merchandise, sponsorship deliverables, marketing, camps, and other live events.

The role will work across departments within the Calgary Surge and with a diverse set of stakeholders across our organization and fan base (e.g., season ticket members, customers, vendors, sponsors, CEBL staff). This position is suited for a self-motivated, competitive, and strategic professional seeking to strengthen their position in professional sports. This internship will allow the successful candidate the opportunity to learn what it takes to have a successful career in the sports industry.

## Key Responsibilities

**Business Operations** – the daily activities of the front office and gameday staff that increase the value of the organization.

- Use task management and organization tools (e.g., Monday, Microsoft Office, Mailchimp, GSuite, Square, Meta Business Suite) to manage/update inventories and sales figures (e.g., working files), track customer feedback, prepare event briefs, and assist with some external communications (e.g., newsletter, registration forms, etc.).
- Serve in a leadership role at offsite locations where Surge are activating/operating (e.g., Surge-owned and/or operated basketball courts, Surge-rented spaces); focus on maximizing opportunities for efficient and effective operations.
- Provide to the Leadership Team, outlining key performance indicators (KPIs) such as merchandise and apparel sales, event tracking, customer satisfaction, camp registrations, etc.

**Game Day Operations** – ensure all logistical, staff, and event elements run smoothly to deliver a seamless and engaging experience for fans and participants.

- Consistently deliver essential business and gameday-related collateral and operations.
- Work across the Leadership Team to ensure all aspects of gameday or special events (e.g., ticket scanning, activations/experiences, venue logistics, marketing deliverables, run of show, etc.) are properly prepared and executed in a smooth and replicable manner.
- Coordinate the logistics associated with live events and activations (e.g., complying with safety protocols, set up and tear down, etc.).
- Ensure alignment between the execution of the organization's gameday, live event, and community operations and the Calgary Surge's Principles for Winning (Vision, Strategy, Values & Mission)

**Basketball Operations** – oversee all player, team, and game-related activities to ensure optimal performance and seamless execution on and off the court.

- Define, analyze, and respond to the best community-related practices from peers and competitors within the CEBL, outside leagues, leading-edge sport and arts and culture organizations.
- Support the setup and breakdown of team-related areas (e.g., locker rooms, courtside, warm-up spaces).



- Work alongside coaching staff and team personnel to support scheduling, communications, and daily operations.
- Maintain professionalism and discretion in all team-facing interactions.

*Marketing & Partnerships* - the combination of people, processes, and technology that both markets the organization and its core products and performs opportunity identification.

- Contribute to the development of a community engagement strategy that strengthens our image and builds brand awareness, relevance, reputation, and esteem among target audiences.
- Support the development of customer-facing materials (e.g., emails, registration forms, flyers, etc.) that are informed by in-the-community insights.
- Foster relationships with value-add leaders and organizations that advance the Surge and our strategic objectives; be discerning.

*Community Operations* - the daily activities of the front office, part-time staff, and volunteers that engage external audiences and generate brand loyalty and growth.

- Consistently engage the sports, arts and culture, business, and non-profit communities, creating opportunities for engagement with the organization and sales (e.g., participate in events and build relationships with potential customers, partners, creators; be discerning).
- Identify opportunities for mission-aligned organizations to become Surge customers/partners; develop strategic relationships that lead to brand strengthening, optimization/efficiency, and longer-term sustainability.
- Work across operations teams to execute organic content strategies that drive brand loyalty and cement the organization's reputation as 'fan-first,' authentic, and inclusive. (i.e., the Home Team)

### **Unique Working Conditions**

At the Calgary Surge, our most exciting work often happens outside the typical workday. From game nights to community initiatives, this internship requires flexibility with evening and weekend availability during the season. We're looking for someone who thrives in a team setting, stays calm under pressure, and manages shifting priorities with ease. Because you'll be part of operational discussions and team activities, maintaining confidentiality is essential.

Working in pro sports means our busiest moments don't always fall between 9 and 5. The Operations Intern must be available for irregular and extended hours, especially throughout the May–August season.

### **Let's Talk About You**

You have clear experience in customer-facing and retail-based environments and possess interpersonal skills that have led to sales, customer satisfaction, and top-tier execution. You have a passion for our city and for connecting Calgarians with authentic entertainment and culturally relevant experiences. You have extremely effective communication skills and work effectively in both an independent and management-based setting. Most importantly, you are focused on the tasks and targets you have been assigned and consistently deliver on them.



**Education:**

- Currently studying or recently graduated in Business, Sports Management, or a related field.
- Self-directed certifications, preferably in Business, Sales, or Sports Management.

**Qualifications**

- Experience in a results-oriented operations environment.
- Experience working across business functions and within a diverse team
- Must have an outstanding customer service mentality.
- Must have strong written and verbal communication skills.
- Must be a flexible and reliable team player.
- Ability to work autonomously and meet deadlines as assigned.
- Valid Driver's License.

**How to Apply**

Applicants must complete the following form located at the bottom of the page - <https://www.calgarysurge.ca/surge-internships>

*Calgary Surge is an equal-opportunity employer and welcomes applications from all qualified candidates.  
However, only those who are selected for an interview will be contacted.*