



## **Ticket Sales & Service Intern**

### **OTTAWA BLACKJACKS PROFESSIONAL BASKETBALL CLUB**

**Position:** Ticket Sales & Service Intern, Ottawa BlackJacks  
**Location:** Ottawa, Ontario  
**Reports to:** President, Ottawa BlackJacks  
**Job Type:** Unpaid Internship. Must be completing internship for academic credit.

#### **Position Overview**

The Ottawa BlackJacks Basketball Club is looking for an enthusiastic Ticket Sales & Service Intern to assist in the coordination of ticket sales, service, and marketing. As a member of the team, you will play a vital role in the ticket sales team involved in servicing membership accounts and experiences while striving to meet team sales goals.

#### **Responsibilities: (Including, but not limited to)**

- Collaborate with the sales team and senior management in keeping up-to-date records of ticket sales, service needs, and group experience planning and execution.
- Work with the Sales Team to support the sales process for both groups and individuals.
- Make outbound calls and emails to build sales pipeline.
- Learn how to efficiently utilize and manage CRM software.
- Assist in the sales process of groups, season seat memberships and other ticketing packages.
- Help manage customer service inquiries from fans that need help accessing, transferring, and adding tickets.
- Act as a brand ambassador for the Ottawa BlackJacks while establishing rapport with the community.
- Attend BlackJacks community events throughout Ottawa/Gatineau.
- Other duties as assigned.

#### **The type of teammate we are looking for:**

- Is strategic, innovative, well-organized and excels at time management.
- The ability to be flexible and multi-task.
- A self-starter with an ability to work in a fast-paced environment.
- Experience working in Microsoft Office, specifically Microsoft Excel.
- Attention to detail in writing/grammar & communications both internally and externally.
- Previous Sales Experience is an asset (retail or B2B).
- Customer First attitude with a desire to solve the customers problem.
- Confident attitude with strong communication skills.
- Understanding of the game of basketball is an asset.

#### **Qualifications:**

- Educational background studying business, sport management, communications, marketing, or another related field.
- Must be completing an internship for academic credit.



**Availability:**

Work hours may include occasional late hours, evenings, and weekend work when hosting events. Must be available for all 2026 BlackJacks home games. Some exceptions may be accepted upon mutual agreement with the internship supervisor.

**Term:**

Summer 2026 (April – August 2026).

**Application Process:**

Applicants may submit their application (cover letter and resume) to [info@theblackjacks.ca](mailto:info@theblackjacks.ca) with the subject line: “Ticket Sales & Service Internship – Ottawa BlackJacks”

The Ottawa BlackJacks is an equal opportunity employer and welcomes all qualified applicants. We are committed to fostering an inclusive, equitable, and accessible workplace where every team member feels valued, respected, and supported, and have the opportunity to reach their full potential. We thank all applicants for their interest, however only those selected for an interview will be contacted.

**About the Ottawa BlackJacks**

The first expansion franchise of the Canadian Elite Basketball League (CEBL), the Ottawa BlackJacks are a professional men’s basketball team competing out of The Arena at TD Place. The club is committed to excellence on-and-off the court and aims to inspire community pride, foster grassroots development and deliver an unparalleled fan experience.

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

The Canadian Elite Basketball League (CEBL) is Canada’s professional basketball league, featuring 10 teams across six provinces. With a fan base of 4.1 million Canadians (up 57% since 2022), the league has built the country’s youngest basketball audience, with more than half of its fans under 35, while maintaining strong community roots nationwide.

In 2025, the CEBL featured 17 players with NBA experience, with nearly 70% of athletes Canadian — the highest domestic player ratio of any Canadian pro league. Nearly 40 players have earned NBA contracts after competing in the CEBL’s May–August season.

