OTTAWA BLACKJACKS PROFESSIONAL BASKETBALL CLUB
Ticket Sales and Services Intern

Position: Ticket Sales and Service Intern, Ottawa BlackJacks
Reports to: Account Executive, Ticket Sales and Services
Location: In-office; Ottawa, ON.
Job Type: Un-paid 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.

Required Skills:

- Strong written and verbal communication skills.
- Strong organization and time management skills.
- A flexible, reliable, and collaborative approach to work.
- Ability to work independently with guidance and meet agreed deadlines.
- An interest in supporting fans, customers, partners, and diverse communities.
- Relevant experience or transferable skills connected to the preferred role.
- A valid driver's license where driving is required for the assigned role.

Qualifications:

- Background studying sport management, event management, business or other related fields.
- Previous Sales Experience is an asset (retail or B2B)
- Understanding of the game of basketball is considered an asset.
- Must be completing an internship for academic credit to be eligible.

Availability:

- Must be available for in-office hours during the week.
- While normal business hours are kept for most working days, there may be occasional late hours, evenings and weekend work when attending or hosting events.

Term:
Winter 2027 (January to April 2027). Flexible start and end dates.

Application Process:
Applicants may submit their application (cover letter and resume) to info@theblackjacks.ca with the subject line "TICKET SALES AND SERVICE INTERN".

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

The Ottawa BlackJacks are 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, supported and has the opportunity to reach their full potential.

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. For more information, visit theblackjacks.ca.

About the CEBL:
The Canadian Elite Basketball League (CEBL) is Canada's professional basketball league, with 10 teams across six provinces. With a fan base of 4.1 million Canadians—up 57% since 2022—the CEBL has the youngest audience in Canadian pro sports, with over half its fans under 35. In 2025, the league featured 17 players with NBA experience, and nearly 70% of its athletes were

Canadian, the highest domestic representation in any Canadian pro league. Nearly 40 players have gone on to sign NBA contracts after CEBL seasons. Learn more at CEBL.ca or follow @cebleague.