



The Ottawa BlackJacks of the Canadian Elite Basketball League (CEBL) are looking for an enthusiastic Ticket Sales & Service Intern to assist senior management in the coordination of ticket sales, service, and marketing. Successful applicants will have a passion for the business of professional sports and must be currently enrolled in a post-secondary institution studying business, sport management, communications, marketing, or another related field.

### **About the Role**

We're looking for a motivated individual to support our sales team and gain hands-on experience in a fast-paced, real-world business environment. In this role, you'll assist with lead research, customer outreach, CRM updates, and sales reporting while learning the fundamentals of the sales cycle. You'll collaborate closely with the ticketing team to develop communication and relationship-building skills, and contribute directly to team goals. This internship is ideal for someone eager to learn, highly organized, and interested in building a career in sales, business development, or customer success.

### **Key Responsibilities**

- Collaborate with the sales team and senior management in keeping up-to-date records of ticket sales, service needs, and group experience planning
- Work with the ticketing 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, flex packs, and season seat memberships
- 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

### **What We're Looking For**

- Has a desire to reach the top of the profession in the sports and entertainment world and embraces the daily grind required to get there
- Is strategic, innovative, well-organized and excels at time management
- A self-starter with an innate sense of urgency and a desire to work evenings and weekends
- Experience working in Microsoft Office (specifically Microsoft Excel) and Google Docs
- Attention to detail in writing/grammar and communications
- Previous sales experience is an asset (retail or B2B)
- Understanding of the game of basketball is an asset

### **What We Offer**

- Hands-on sales experience in a fast-paced, professional environment
- Training and mentorship from sales and business leaders
- Opportunities to work on real projects and contribute to team goals
- Development of communication, negotiation, and relationship-building skills



- Insight into potential full-time career paths within the organization
- Flexible scheduling to accommodate academic commitments
- A collaborative team culture and the chance to make a direct impact on the future of the BlackJacks brand

Job Type: Internship

Pay: Unpaid

Work Location: In person

Applicants are requested to submit their application (cover letter and resume) to [info@theblackjacks.ca](mailto:info@theblackjacks.ca) with the subject line: "Ticket Sales & Service Intern Application, Ottawa BlackJacks Basketball Club."

We thank all applicants, however only those who are selected for an interview will be contacted. No telephone calls please.