



## IMG Tickets – Internship

- Serve as an integral part of IMG Tickets Call Center staff, which includes interns and Ticket Supervisors, providing high quality customer service to multiple events each day.
- Work under the direction of the Ticket Supervisor with the ability to open, close, supervise call center and box office team members, process daily reports, organize will call, schedule ticket sellers utilizing Audience View Ticketing Software and prepare financial settlements for multiple events.
- Process daily sales and create sales reports for multiple events.
- Coordinate premium seat ticketing and invoicing for multiple events.
- Manage all mail orders, tickets fulfillment, telephone, subscription and single game sales for multiple events.
- Exposure to affiliated departments and personnel (Sponsors, Media and Tournament VIP's) to understand the different facets business.
- Exposure to managing multiple events; communicate and coordinate with other event Supervisors in order to achieve desired results.
- Development and implementation of procedural manuals.
- Additional functions would include renewals, invoices, and ticket printing for season and/or daily clients.

**About IMG Tickets:** IMG Tickets is a Miami, FL based division of IMG that specializes in all facets of ticket box office and call center services. We are an international, customer service driven company specializing in phone sales, package development, on-site box office management and sales upgrading. IMG Ticket's clients include: Sony Ericsson Open, Bank of the West Classic, Deutsche Bank Championship, TELUS Skins, Food Network South Beach Wine & Food Festival, Stanford International Pro-Am, and Samsung World Championships. We offer and support Call Center Services, Box Office Services and Consulting Services. More information about IMG Tickets can be found at [www.imgtickets.com](http://www.imgtickets.com).