



Position Title:	CSU Ballpark Services Internship	Employee Type:	Seasonal
Department:	Ballpark Services	Supervisor Title:	Manager, Event Services

Please note. the expectation of this internship is 40 hours per week beginning on May 14, 2024, through August 23, 2024.

Primary Purpose

Support the Ballpark Services department with planning, development and execution of company projects, programs, gameday activities, and special events. Contribute to department goals to sustain and enhance the physical infrastructure, delivering outstanding service and experiences, optimizing efficiency, ensuring cost-effectiveness, and maintaining a secure environment. This internship offers a chance to gain insights into the operational aspects of Ballpark Services and cultivate skills for a future career in the sports industry.

Essential Duties & Responsibilities

During this 14-week rotational internship, participants will gain a comprehensive understanding of the three distinct areas of the Cleveland Guardians' Ballpark Services Department: Event Services, Security Services, and Facility Services. The program is designed to provide interns practical, hands-on exposure and foster leadership skills within each domain, alongside offering avenues for networking and professional growth.

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Event & Staff Management

- Support the Ballpark Services department with planning, development and execution of all ballpark events and activities, as assigned
- Conduct initial touchpoints of recruitment processes for Ballpark Services seasonal teams and manage overall candidate experience
- Aid in scheduling efforts for all Ballpark Services seasonal teams and assist with defining staffing needs and implementing deployments for all events at Progressive Field
- Assist in management and supervision of pregame, post-game and non-gameday special events

Project Management

- Partner with department leadership to manage and upkeep records in an organized and consistent fashion
- Collaborate with department leadership in project management for department as well as cross-functional projects
- Facilitate uniform inventory for seasonal teammates including monitoring inventory levels and executing distribution
- Partner with department leadership to manage implementation and use of various modules of 24/7 Software
- Confer with department leadership to develop and implement staff learning opportunities
- Provide support to operations analytics programs, including entry experience, service evaluations, and other metrics of evaluation

Information Collection & Distribution

- Support organizing, coordinating, and arranging homestand meetings, including tasks such as determining meeting locations and preparing required materials
- Collect gameday information from relevant departments to accurately generate and revise meeting documents
- Review incidents and concerns from previous games and conduct follow up, as appropriate
- Oversee and circulate the post-event report, appropriately collecting and sharing information with various sources and departments.

Education & Experience

- Currently pursuing or recently completed coursework at Cleveland State University
- Previous or current experience within the sports and entertainment industry preferred
- Demonstrated aptitude for technology and proficiency in utilizing various software applications and tools such as Microsoft Office products

Job Skills

- Robust interpersonal skills with a talent for building effective relationships
- Proficient problem-solving abilities, excelling in fast-paced environments
- Proactive self-starter with the drive to take initiative on tasks
- Exceptionally organized with a proven ability to manage priorities and projects efficiently

Job Requirements

- Must be a current, active Cleveland State University student or recent graduate
- Capacity to gain an understanding of all department and company policies, procedures, and individual staff responsibilities within the department

Organizational Requirements

- Reads, speaks, comprehends, and communicates English effectively in all communications.
- Represents the Cleveland Guardians in a positive fashion to all business partners and the general public.
- Ability to develop and maintain successful working relationships with members of the Front Office.
- Ability to act according to the organizational values and service excellence at all times.
- Ability to work with diverse populations and have a demonstrated commitment to social justice.
- Ability to walk, sit or stand for an entire shift.
- Ability to work extended days and hours, including holidays and weekends.
- Ability to move throughout all areas and levels of the Ballpark.
- Ability to work in a diverse and changing environment.
- Occasional physical activity such as lifting and carrying boxes up to 25 lbs.

Last Edited: 12/12/2023