



AT&T Byron Nelson Sales & Ticketing Intern (2)

Salesmanship Club Charitable Golf of Dallas, Inc., host organization of the AT&T Byron Nelson, is recruiting spring interns for the 2020 tournament. Set to take place May 4 – 10, 2020, this internship offers the opportunity to work with a diverse group of experienced staff members in a fast-paced, challenging environment.

Internship Information

The Sales & Ticketing interns will support various staff members in areas related to the AT&T Byron Nelson and Salesmanship Club of Dallas. Interns support staff members with:

Customer Service – Interns interact with current customers, prospective customers, and salesmen by phone and in person. Excellent telephone communication skills are required. *At no time during the internship are interns expected to solicit ticket sales.*

Ticket Order and Payment Processing – Interns process all ticket orders and payments in a timely and accurate manner. Extensive training on the ARCHTICS® ticketing system (a Ticketmaster property) is provided.

Ticket Package Fulfillment and Distribution – Interns work as a team to prepare ticket packages. Ticket order fulfillment remains a high priority right up to the tournament. Interns are trained on FedEx software to ship ticket packages. Interns also stuff and mail invoices, sales-related mailings and receipts.

Event support – Assist in planning and execution of various sales events, including the Kick-Off Luncheon, Golf Expo, Pro-ams, Corporate Hospitality and our presence at local sports arenas and other events as they arise.

Intern Team Projects – Interns work on various team projects 5-10 hours per week. Projects include counting inventory, preparing mass mailings, labeling tickets, moving to and from tournament headquarters, etc.

Filing & Organization - Interns help maintain the ticket order files and keep current files related to their individual projects. Interns are expected to file principal documents pertaining to sponsors in a timely manner.

The internship begins approx. January 13, 2020 and ends approx. June 26, 2020. Interns are required to live in the Metroplex area for the duration of the internship. Current college students in their junior or senior years may apply and **must** use the internship to receive college credit hours.

Characteristics of Ideal Candidates

Candidates should be detail-oriented, able to handle multiple projects, able to prioritize their time and be comfortable working in a team environment. Experience with Microsoft Word and Excel and strong organizational skills are a must. Excellent oral and written communication skills are important due to the significant number of phone calls and questions interns are required to handle. *Knowledge about the game of golf is not required.*

About Momentous Institute

Momentous Institute, powered by the Salesmanship Club of Dallas, has been building and repairing social emotional health for over 90 years. The organization serves 6,000 kids and family members directly each year through mental health and education programs. The organization is expanding its reach by investing in training and research and sharing strategies with thousands of teachers and mental health professionals across the country. The combined support of Salesmanship Club of Dallas, the AT&T Byron Nelson, corporations, individuals, and foundations power these efforts and truly change the odds for kids in our community and beyond. For more information, visit momentousinstitute.org.

Internship Application Instructions

If you are interested in applying for this internship opportunity, please submit your cover letter, resume and a list of three references to Allison Evans (contact information below) by **November 8, 2019**. The AT&T Byron Nelson is an equal opportunity employer.

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