



2023 GUEST EXPERIENCE INTERNSHIP

The Jacksonville Jaguars are committed to developing talent and interest in professional sports. An internship at the Jaguars will provide you the chance to explore your career interests, acquire marketable job skills while “learning the ropes” of the industry, establish professional contacts, and gain practical “hands on” experience while working at the highest level of professional sports.

Jaguars internships offer meaningful educational work experiences designed to meet your academic and career goals. Management and staff will teach and encourage, but it’s up to you to bring an enthusiasm to learn. Through this program, you will identify learning goals and work with the Jaguars management to achieve those goals.

The Jacksonville Guest Experience Internship is designed to provide students with experience with the day-to-day operations of the Jacksonville Jaguars Guest Experience department. The internship offers students opportunities for professional development and practical, “hands on” experience working under the guidance of our Senior Vice President, Sales and Service, within TIAA Bank Field and Daily’s Place Amphitheater.

WHAT YOU WILL LEARN

- How to respond to guest and employee suggestions, questions, complaints or comments in an event day and follow-up setting
- How to plan and execute events held by the Jaguars and Daily’s Place
- How to implement and execute on strategic planning for the 2022 Jaguars NFL season
- How to supervise areas of the stadium and Daily’s Place and Guest Experience staff on event day and major stadium events
- How to monitor and update inventory, including event collateral for stadium partners
- How to create, organize and distribute content for game day, concerts, and major stadium events
- How to generate post-event reports for issue resolution and talking points for upcoming event day meetings
- How to train and prepare event staff for the upcoming season, including Daily’s Place and Jaguars
- How to prepare the guest services booths, concierge desks and kiosks for event day

INTERNSHIP QUALIFICATIONS

Required

- Must currently be enrolled in an undergraduate/master’s program or have graduated with a college degree within 18 months.
- 1 year of customer service experience
- Excellent verbal and written communication skills
- Available to work nights, holidays and weekends
- *Preferred*
- Supervisory experience
- Public speaking experience



COMPENSATION

- Interns will be paid an hourly wage for their time with the Jaguars.

DETAILS

- **Term:** July 2023-January 2024 (6 months)
- You are responsible for securing housing and transportation.