



2024 GUEST EXPERIENCE INTERNSHIP

JANUARY 2024 – JULY 2024

Description

About the Jacksonville Jaguars

The Jacksonville Jaguars are a professional football team and a member of the National Football League's AFC South Division. The Jaguars are one of the NFL's youngest franchises, playing their first regular season home game on September 3, 1995 in Jacksonville, Fla., and have since won four division titles. The Jaguars are owned by Shahid Khan, a visionary leader whose businesses include Flex-N-Gate, Fulham Football Club, All Elite Wrestling, Bold Events and Iguana Investments. Since 2012, Mr. Khan's impact on the Northeast Florida community has exceeded \$500 million, including charitable giving through the Jaguars Foundation, capital improvements to EverBank Stadium and the creation of Daily's Place, which hosts upwards of 40 concerts a year. The Jaguars and Iguana Investments recently opened the state-of-the-art Sports Performance Center (Miller Electric Center), which now houses all of football operations for the Jaguars, including players, coaches and other personnel. Over the next several years, the Jaguars and Iguana Investments will complete Phase 1 of the Shipyards, a reimagination of the riverfront which will include a Four Seasons Hotel and Private Residences, an office building and modernized marina, as well as begin additional projects to transform the area around the stadium into a year-round, mixed-use sports and entertainment district.

The Jaguars company values are Passion, Respect, Innovation, Dedication and Empowerment (PRIDE). The Jaguars believe in the importance of diversity, continual learning and transparency. We also understand the role that excitement, originality and fun play in the workplace. All of these ideas come together to build a strong and dynamic workplace culture. Because of this, we are dedicated to, and encouraged by, leading the way in developing a distinct and inclusive team.

Summary

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 Chief Operating Officer and Director of Guest Experience, 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 assist with the strategic planning for the 2023 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 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: January 2024 – July 2024 (6 months)
- You are responsible for securing housing and transportation.

View <http://www.jaguars.com/careers/> to learn more about what it means to be a part of the Jaguars team!

Applications are being accepted online only. Please do not call to apply for this position. Please provide complete information. An incomplete application may affect your consideration for this position. The Jacksonville Jaguars are committed to a policy of equal employment opportunity and will not discriminate against an applicant on the basis of race, color, religion, creed, national origin, ancestry, sex, age, disability, veteran status, genetic information or any other legally recognized protected basis under federal, state or local laws, rules, or legal requirements.

By submitting this application, you understand that you may be subject to a pre-employment drug test. You certify that the information in your application is true, correct and complete. You authorize the Jaguars and its representatives to contact your prior and current employer and other references and all others for purposes of confirmation of the information you have provided. You understand your application is subject to, among other things, your eligibility to work in the United States.

Any personal data (including any sensitive personal data) that you provide to the Jaguars as part of the recruitment process and/or otherwise for potential employment may be held and processed for the purposes of your registration, application and potential selection and in connection with any subsequent employment or placement at the Jaguars or any of its affiliates. That data may be retained and further processed for the purposes of matching your skills and qualifications to future positions, identifying you as a potential candidate for future positions, to inform you of future positions and analytics in respect of who applies for positions with the Jaguars. If you are selected for the opportunity for which you apply, your personal data may be used for the purposes of entering into a relationship with the Jaguars, including sending you correspondence or general information relating to the employment relationship. Your personal data may be disclosed to Jaguars affiliates and to third-party organizations providing services to the Jaguars. Your personal data will be retained in accordance with the Jaguars document retention policies and applicable laws.