Oklahoma Warriors NAHL Hockey Team - Internship Program – Business Operations
Location: Oklahoma City, OK
Department: Business Operations
Reports To: Shanna Stout, Director of Operations
Compensation: Unpaid (Eligible for college credit)
Duration: 2025 – 26 Hockey season (Aug 2025 – May 2026 *depending upon playoffs*)

Position Overview:

The Oklahoma Warriors are seeking six motivated and passionate interns to support the operations of the NAHL team across six core departments. This internship program is designed to provide hands-on experience in various aspects of a Tier II junior hockey team, including game-day operations, fan engagement, and behind-the-scenes logistics. Interns will rotate through the following areas:

- **Bar Operations**
- **Team Store Operations**
- **Game Day Operations**
- **Volunteer Coordination and Community Outreach**
- **Hockey Operations**
- **Ticketing**

This is a unique opportunity to develop a diverse skill set and establish connections in the sports industry. Interns will also work in pairs on a 2-person project management team to coordinate a specialty weekend, including a jersey auction. Ideal candidates should have a passion for hockey, strong communication skills, and the ability to work in a fast-paced, team-oriented environment.

Internship Responsibilities by Department:

1. Bar Operations

- Assist in managing the fan experience at the team's home games by supporting the bar staff during events.

- Help with inventory control, stocking, and ensuring the bar areas remain clean and organized.
- Interact with fans to enhance their game-day experience by answering questions and providing great customer service.
- Support bar managers with event planning and coordination for post-game activities.
- Learn to produce sales and profit reports.
- **Note:** Must be over the age of 19 and willing to obtain an **ABLE Commission License** (paid for by the Warriors) in order to work in this department.

2. Team Store Operations

- Assist in the day-to-day operations of the Warriors' team store, including product stocking, merchandising, and inventory tracking.
- Manage customer transactions and provide friendly, knowledgeable assistance to fans purchasing merchandise.
- Help maintain a visually appealing store layout that promotes team pride and sales.
- Support special promotions and online store operations.
- Support the team store with in-person availability 2-4 hours per week outside of games.

3. Game Day Operations

- Assist in preparing the arena for game day, including setting up signage, seating arrangements, and fan engagement zones.
- Coordinate with game-day staff to ensure smooth operations before, during, and after games.
- Help manage fan activities, including promotions, giveaways, and on-ice events.
- Provide logistical support during the game, ensuring that all activities run on schedule.
- Assist in coordinating specialty vendors, raffles, national anthem singers, puck drops.

4. Volunteer Coordination and Community Outreach

- Help recruit, train, and manage volunteers for game day and special events.
- Assist in planning and executing community outreach initiatives, including youth hockey programs, charity events, and team meet-and-greets.
- Engage with fans and local businesses to build and maintain relationships within the community.
- Coordinate volunteer schedules and ensure all events are adequately staffed.

5. Hockey Operations

- Support the hockey operations team in various behind-the-scenes tasks, such as organizing equipment, preparing the locker room, and assisting with player logistics.
- Help maintain team equipment and ensure players have everything they need for practice and games.
- Assist with video analysis, statistics tracking, and other support duties for the coaching staff.
- Gain insights into the technical aspects of team management and player development.

6. Ticketing

- Assist in managing ticket sales, both online and in-person, including helping fans with ticket inquiries and troubleshooting issues.
- Provide administrative support in tracking ticket sales, special promotions, and event marketing.
- Work with the box office to ensure smooth entry for fans on game day.
- Help promote ticket packages, season tickets, and group sales to enhance fan attendance and engagement.
- Assist with the suite sales/support.

Project Management Opportunity:

Interns will also have the unique opportunity to work as part of a 2-person project management team to coordinate a specialty weekend, which will include a jersey auction event. This will involve:

- Planning and executing the event logistics.
- Managing communication between departments (marketing, game day operations, and community outreach).
- Promoting the event through social media, local partnerships, and community outreach.
- Working with the team store to ensure jersey sales and auction items are properly displayed and promoted.

Intern Requirements:

- **Education**: Must be a **junior** or **senior** in college, preferably in sports management, business, marketing, or related fields.
- **Age**: Must be **over the age of 19** for eligibility to work in Bar Operations.
- **License**: Must be willing to obtain an **ABLE Commission License** (paid for by the Warriors) for the bar rotation.
- **Experience**: No prior experience necessary, but enthusiasm for sports and knowledge of hockey is a plus.
- **Skills**:
    - Strong communication and interpersonal skills.
    - Ability to work effectively in a fast-paced environment.
    - Flexible, team-oriented, and willing to take on a variety of tasks.
    - Basic knowledge of Microsoft Office Suite and/or Google Workspace.
- **Commitment**: Must be able to work flexible hours, including evenings, weekends, and some holidays based on the game schedule. Interns are expected to attend all home games unless discussed previously with the Director of Operations or in the event of emergency.
- **Transportation**: Reliable transportation to and from home games and events.

Benefits:

- Gain hands-on experience working with a Tier II junior NAHL hockey team.

- Learn from experienced professionals across various departments.
- Build your resume with exposure to operations, community engagement, and sports management.
- Networking opportunities within the sports and entertainment industry.
- Free access to Oklahoma Warriors home games and events.
- Paid opportunity to obtain your ABLE Commission License for Bar Operations.

How to Apply

Email the following to **operations@okwarriors.com**:

- Resume
- Short cover letter explaining your interest sports business
- Any relevant experience or technical skills
- Availability for home games during the upcoming season or semester

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Be Part of the Show

The **Oklahoma Warriors** are looking for detail-driven and enthusiastic interns ready to bring energy and precision to our game day experience. If you want to learn the ropes of live sports business and play a key role in putting on a show for fans — this is the internship for you.