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Tiffin University Football Operations

MGT 470

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I am currently a junior at Tiffin University while majoring in sports management, with a double concentration in sports marketing and recreation & tourism. I plan to graduate with a degree from Tiffin University in the fall of 2014, having a career that I am passionate about. I would love to wake up and do something that I love every day as a career. This internship will help pursue my career in the sports management field and become a successful man in the future.

Throughout my high school career I have been involved in sport. Since my ninth grade year of high school to my senior year I participated in football, basketball, and track. By the end of my senior year, I was offered a scholarship to play football at Tiffin University and I was excited to see what the future held for me. It was in my sports and recreation management class with Professor Padilla when he had recommended that we look on the Tiffin athletic website for summer internships. I learned that building my resume and getting experience in my field would help me in the future so I applied for the Tiffin University Football operations job.

I began my internship on Monday, May 14th, 2012 at the Tiffin football office on Miami Street. The first day on the job was a full day of training and a learning experience for me. Some learning expectations that I had coming into the internship was learning how to coach. When I thought of being an operations intern, I pictured myself on the football field helping the coaches and setting up drills. I also expected to learn how to breakdown film, update statistical progress on the football website, or even helping to improve the playbook.

Whenever I would stroll through the football office during school season, all I would see is my other advisor Chari Mullen working behind a desk, and coaches in their offices at their desk or watching film. I thought that coaches prepared playbook the whole day and Chari Mullen just filled papers or ran documents, but actually there is much more to it than that. There are always assignments to do, errands that need ran, and recruiting to be done. Working in the office over the summer has made me realize how much work there is to do even in the off season. About a week into the internship I was prepared and learning the basics to working in football operations.

Monday through Friday, I came into work at 8am and I would usually work to about 12pm-2pm depending on the assignments that needed to be completed. Some of the jobs that I learned in the beginning of my training were putting recruit information into a system called Scout Ware. The system is useful and helps to get the job done, it is an organized system for Tiffin sport teams where I can input recruits or prospects, update player information, send emails, and even send text messages to the players. Without Scout Ware, it would be difficult to keep everything organized and keep track of the players.

About a month into the internship I basically learned how to handle any assignment. During the summer lots of mail comes into the office and it is our job to input it into the system. I also learned how to work the copy machine, which does more than any other machine. It can make copies, staples papers, fax things, and print things. We receive player’s transcripts in the mail and we have to record it and put it into the system.

Another job that I was involved in was bringing in inventory. Time to time we would go in a group down to the football facility to pick up the new football gear and equipment. We would have to count everything and make sure the order was complete and correct. We brought in new inventory such as helmets, pants, jerseys, and shoulder pads. We also set up the locker room as well, the shoulder pads get cleaned over the summer and it is our job to set the locker room back up. Every locker needs a nametag, we have to make sure we have enough equipment for the whole team, and even down to making sure that every player has all their equipment down to the knee pads and helmets. This would occur about once every two weeks; it is just another job coming with the internship. There are many duties that need to be completed for over one hundred and fifty football players over the summer and it was our job to complete those tasks.

With there being so much business to take care of in the office the coaches are busy and need errands to be ran. This can deal with running to the Gilmore Center to pick up the coaches mail, going into Seitz Hall and picking up the coaches business papers, or even running to grab food or drinks for the long day of work ahead of us. Also, another job that I had at my desk was calling and reminding the players of what they needed to complete before coming into football camp August 8th. Going into the summer of July the other interns and I would contact the players and letting them what they needed to take care of such as physicals, dorm contracts, or insurance forms. We also email them in mass messages that can be sent out at our Scout Ware system which makes it easier for us to complete our jobs. I also email and call players about upcoming events, football team updates, and letting the players that stayed over in the summer updated with when and where the workouts are being held. We also keep in contact with the Tiffin University alumni to keep them updated with the football team, upcoming games such as homecoming and also keeping that connection with them.

I also had a chance to coach a few sport teams over summer that I enjoyed. The first coaching that I did was for Coach Yeast’s youth football camp held at the Paradiso Complex. The first thing we had to do is sign the kids in and setup drills and workout courses for the kids. I also had the chance to coach my own team as we played seven on seven against other teams. My team had won the championship and I gave them all high fives as we all went to go get pizza afterwards. It was fun to get some coaching experience and learn how it is to become a leader and lead by example.

The next camp that I got to work is the Tiffin Basketball Shootout at the new Hemminger Center. I volunteered to referee and run the score board for the varsity and junior varsity basketball teams. I already had experience with working the score board in 9th grade working my high school varsity team by running the clocks and keeping statistics for the game. Refereeing is a tiring job as we ran up and down the courts and made the appropriate calls. Working both of these camps gave me some experience with coaching and what it is like to being in some type of coaching career.

The external environment of the organization seems to be like a calm type of environment, but actually the internal of the organization is very busy throughout the day. In the mornings we have small assignments to complete from our supervisor as we work with the lights off to make the place relaxing. Later on in the day around eleven o’clock the lights come on, the tempo picks up and the coaches are out of their meetings at their desk handling their business and coaching jobs. We have more assignments to do and errands to run for the coaches whenever they need anything. Internally, the organization is a calm place in the morning and in the afternoon the place is more up tempo and busy.

The internship can relate to my school work throughout my college career. The classes that I take for my sports management career only prepare me for the future for the career that I want to succeed in. One of the classes that I have taken that have helped me in my internship is my computer and information technology class. In the class, I learned how to go into deeper work with Microsoft Excel, Microsoft PowerPoint, and Microsoft Word. For my internship, we use all three of these systems, whenever we type up the emails we type it in Microsoft Word and check the proof reading. We use Microsoft PowerPoint for creating power points for events or meetings that are being held in the office. Microsoft Excel is the most important because we use it every day to organize assignments such as finding out who has their physical, I am able to transfer data from Scout Ware right into a Microsoft Excel sheet and print it up easy and organized.

My marketing classes have also helped me with my internship. Some of our jobs as interns are to create posters, flyers, or even emails. This all has to deal with marketing, we have to promote, and send around the flyers to people by calling or emailing them. For example, over the summer we had to call and email players about the welcome back BBQ that was held in Tiffin for the returning football players, incoming freshmen, transfers, and also the parents of the players. My accounting classes have also helped too, there are constant numbers that need to be counted and solved for the assignments. I also learned about business and how to work in a business with my management class. I learned the importance of working as a team to complete a task, come up with strategies, and how to handle certain situations in the business industry. In my management class, we were also given situation assignments that deal with problems that can occur at your business and how you plan to take care of the situation. This relates to the internship because by learning how to take care of these problems will prepare me for problems that may happen in the office. It is important to find the situation and to think of a strategy of how you will complete the task.

My communication class with Professor Strong was a meaningful class to me because I was taught how to speak in front of an audience with confidence. Once a week, we were to give a speech on a certain subject with a presented power point and I eventually became confident with public speaking. Communication is important because without communication there would be confusion, if I do not communicate with a co-worker about an assignment that we need to complete it makes the job harder for the both of us. As we made phone calls over the summer, I used my communication skills and spoke with my teammates about what they needed to complete before coming into camp and how to complete it. Speaking with a clear and loud voice says much about a person because a first impression is important in an interview or even communicating with one another.

This internship can prepare for my career because this is only preparing me for how it is to work in the office or a job in general in the future. For example, say if I got hired in the business field and I am required to work in an office, the internship that I completed will have already prepared me for what type of tasks I may need to complete. I have learned to work in the office environment and see how it feels to work there and get a feel for it. It is important to pay attention in class and learn what is being taught because as a student, it is only preparing me for my career and giving me knowledge on how to handle things such as my marketing class and how to promote or market products and events.

I learned a multiple list of jobs that helped me complete my job and that will help me in the future with a job. The more that I learn in the classroom and the more experience that I get with internships and other jobs the more it will help me in the long run. The internship overall did not have any negatives to it but there were many positives. I learned many different jobs, and how to it is to work in the office. Internships are only a stepping stone and also it is good to put on a resume when you are in that interview trying to find a job. Overall, I was very satisfied with the internship, my co-workers, and my supervisors. I hope that I will find another internship to do next summer to gain more experience and build up my resume for my future. Knowledge and experience is important in today’s society because you must separate yourself from others to show that you really want that job and overall I was happy with the internship and the results.