



## **Account Manager Job Description**

### **About Aloha Tournaments:**

Aloha Tournaments is a leading youth sports event company based out of Baltimore, Maryland. Since its inception in 1999, Aloha Tournaments has developed over 30 different lacrosse and field hockey events all over the United States for players 6 years old through High School. Aloha Tournaments hosts some of the largest, most well run tournaments in the nation, serving over 50,000 athletes and 125,000 fans at its events every year, drawing players and families from dozens of states and internationally. While we always strive to attain top notch competition, our primary goal is to provide the ultimate youth sports tournament experience to every player, coach, parent, or fan that participates in our events. We provide a safe, fun, competitive, and family friendly atmosphere for athletes of all skill levels.

### **Position Overview:**

Aloha Tournaments is looking for an experienced sales professional to join our team this summer. The Account Manager will perform direct selling and account management duties to help sell team registrations for Aloha's 25+ competitive youth sports events throughout the United States. The Account Manager will serve as the direct point of contact for active and new customer accounts and will be tasked with developing new sales leads and business opportunities for Aloha. Compensation will be commensurate with experience, but will include a base salary plus incentive-based bonuses.

This is a great position for a highly-driven individual with a proven sales track record that is passionate about youth sports, and in particular, growing the game of lacrosse. We are looking for smart, friendly, driven people who will be dedicated to providing the best possible service and experience to our customers and will like to have fun while doing it. We offer a unique blend of start-up culture and energy, combined with structure and know-how only attained by 15+ years of experience in the sports and entertainment business. This is an ideal opportunity for someone looking to join a fast-paced and entrepreneurial environment in a sales position with significant growth potential.

### **Responsibilities:**

- Generate and qualify leads of prospective youth lacrosse teams and programs.
- Make sales calls to new and existing accounts to drive team and individual player registrations for Aloha's events.
- Maintain sales activity records and prepare sales reports; Monitor and track sales activities and report to management.
- Respond to sales inquiries and concerns by phone, electronically or in person.
- Develop and maintain a customer and contact database through the entire sales lifecycle; ultimately implement and maintain company CRM application.

- Ensure customer service satisfaction and strong client relationships, including post-event surveys and follow up.
- Monitor competitive activity and provide competitive intelligence.
- Secondary responsibilities include traveling to and directing several events throughout the year and assisting with ongoing tournament operations as needed.

**Qualifications:**

- Four-year bachelor's degree with a strong academic track record.
- 2-3+ years of successful sales experience; preferably in a phone (inside) sales environment.
- Proven ability to manage a lengthy sales cycle, with a track record of successful revenue attainment.
- Expertise with Salesforce or other comparable CRM tools.
- Intermediate computer skills required (Microsoft Suite: Outlook, Word, Excel, PowerPoint, etc.).
- Knowledge of principles and practices of sales, customer service and business development.
- Proven ability to achieve sales targets.
- Lacrosse background – participation in collegiate lacrosse at any level is strongly preferred.
- Very organized and process-oriented with a high attention to detail.
- Local candidates only – or ability and desire to relocate to the Baltimore area.
- Ability to travel throughout the country during certain times of the year. Willingness to roll up your sleeves and do the dirty work as needed.

**Compensation:**

Commensurate with experience - includes a base salary plus incentive-based bonuses.

**Application Process:**

In order to be considered for this position, please email your resume and cover letter which must including ALL of the following information:

- Undergraduate GPA
- SAT (M/V/W) and/or ACT scores
- Direct sales experience
- Lacrosse experience
- Current and expected compensation

to [careers@alohatournaments.com](mailto:careers@alohatournaments.com).