



**Job Title:** Event Operations Manager (Full-time)

**Company Overview:**

Aloha Tournaments is a leading youth sports event management company based out of Baltimore, Maryland. Since its inception in 1999, Aloha Tournaments has developed a portfolio of lacrosse events, brands, club teams, camps and other programs that serve boys and girls lacrosse players from youth through high school ages. Aloha's marquee youth event, the World Series of Youth Lacrosse, is played in a professional stadium and broadcast live on ESPN2. Aloha Tournaments hosts some of the largest, most well-run tournaments in the nation, serving over 30,000 athletes and 100,000 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 experience to every player, coach, parent, or fan that participates in our programs. We provide a safe, fun, competitive, and family friendly atmosphere for athletes of all skill levels. Learn more about us at [www.alohatournaments.com](http://www.alohatournaments.com) and [www.worldseriesofyouthlacrosse.com](http://www.worldseriesofyouthlacrosse.com).

**Position Description:** The Event Operations Manager will be responsible for a variety of activities related to the operations, administration, customer service, sales and marketing of Aloha Tournaments' portfolio of youth lacrosse events and programs. The Event Operations Manager will maintain regular office hours during most weeks but will also work 12+ weekend events throughout the year, several which require out-of-town travel. This is a fast-paced and dynamic position with a variety of roles and a significant amount of responsibility. A successful candidate must be able to work collaboratively with colleagues and external stakeholders, while completing personal tasks properly and on time. She/he must be highly detail-oriented and possess excellent verbal and written communications. Typical responsibilities include, but are not limited to:

**Daily Office Responsibilities:**

- Oversee and coordinate all aspects of strategy, planning, operations and logistics for each event.
- Assist with sales and marketing efforts including outbound sales calls, relationship management, email marketing, digital and print advertising and social media promotions.
- Maintain and update content on various communication platforms including website, registration systems, social media and email marketing software.
- Effectively communicate with all stakeholders including staff, teams, coaches, referees, facilities, athletic trainers, vendors and sponsors leading up to each event.
- Prepare tournament divisional alignment and create game schedules.
- Oversee staging and transportation of supplies, equipment and merchandise for each event; manage inventory and organization of warehouse.
- Prepare necessary administrative materials such as information binders, supplies, scouting packets, field maps, scorecards, etc.
- Assist with team registration, customer service and roster eligibility verification.
- Supervise interns and other support staff.

**On-Site Event Operations Duties:**

- Supervise all tournament staff including field marshals and trash and parking staff.
- Ensure fun and safe environment for all players, coaches, spectators and employees.
- Direct all aspects of event operations from start to finish: travel, shipping/truck-driving, event setup/breakdown, team check-in, college coach hospitality, merchandising, gameplay management, scoring, trophy presentation and dispute/conflict resolution.
- Oversee facility and crowd management: parking, trash, police officers, security, athletic trainers.
- Activate with sponsors, vendors and media partners; fulfill Aloha's branding strategy with social media and other on-site marketing efforts.
- Maintain score, statistics and standings at the tournament, post online and on scoreboard.

- Distribute tournament information, rules and policies to referees and field marshals; ensure that games run on schedule and that tournament rules and policies are strictly enforced.

**Qualifications:**

- Bachelor's Degree in Sports Management, Events & Hospitality, Business Administration, Marketing, or other related fields.
- 2+ years relevant work experience in athletics, event operations, or related fields.
- Strong IT skills; proficiency in Microsoft Office, website management, social and digital marketing platforms.
- Very organized and process-oriented with a high attention to detail; ability to multi-task in a fast-paced environment and work as part of a team.
- Ability to effectively plan, organize and meet deadlines while maintaining a high level of quality.
- Participation in high school and/or college athletics. Lacrosse experience is also preferred.
- Willingness to travel throughout the country and work on weekends throughout the year. Ability to perform physical labor as needed.

**Application Process:**

Qualified Candidates should email their resume and cover letter to [careers@alohatournaments.com](mailto:careers@alohatournaments.com)

Please use the Subject: "Event Operations Coordinator Application – [Your First and Last Name]"

In the body of the email, please provide the following information:

1. College and Degree(s)
2. College GPA (indicate scale)
3. College Graduation Date
4. High School SAT and/or ACT Score (indicate scale)
5. Available Start Date
6. Do you currently reside in the Baltimore area?
7. What is your lacrosse/athletics background?
8. What prior experience, if any, do you have in sports event operations?
9. Highlight any technology/marketing skills you may have.

**PLEASE NOTE: Applications that do not clearly provide all this information will not be considered.**